? logoff

```
       02dec09 18:20:08 User264751 Session D692.2
           $58.59    5.190 DialUnits File347
    $58.59  Estimated cost File347
           $11.75    2.106 DialUnits File348
               $7.20  4 Type(s) in Format  3
            $7.20  4 Types
    $18.95  Estimated cost File348
            $2.26    0.460 DialUnits File349
              $17.00  10 Type(s) in Format  3
           $17.00  10 Types
    $19.26  Estimated cost File349
            OneSearch, 3 files,  7.756 DialUnits FileOS
     $4.53  INTERNET
   $101.33  Estimated cost this search
   $101.86  Estimated total session cost   8.016 DialUnits


Ended session: 2009/12/02 18:20:09
```

? logon

```
*** It is now 2009/12/02 18:20:23 ***
 (Dialog time 2009/12/02 18:20:23)

705TEXT1 is set ON as an alias for 15, 16, 160, 148, 621, 275, 634, 47
705TEXT2 is set ON as an alias for 9, 623, 810, 624, 813, 20, 636
705BIBLIT is set ON as an alias for 77, 35, 583, 2, 65, 233, 99
705NEWSBIB is set ON as an alias for 473, 474, 475
SOFTLIT is set ON as an alias for 256, 278
705ADLIT is set ON as an alias for 635, 570, PAPERSMJ, PAPERSEU
HILIGHT set on as ''  ''
DETAIL set off
KWIC is set to 50.
```

? b
610,613,634,810,813,20,583,474,475,35,65,99,256,9,15,16,148,160,275,621,636,624,2,476, 635, 570, PAPERSMJ, PAPERSEU, 47

```
>>>         476 does not exist
>>>1 of the specified files is not available
       02dec09 18:20:37 User264751 Session D693.1
            $0.00    0.247 DialUnits File415
     $0.00  Estimated cost File415
     $0.05  INTERNET
     $0.05  Estimated cost this search
     $0.05  Estimated total session cost   0.247 DialUnits

SYSTEM:OS  - DIALOG OneSearch
  File 610:Business Wire 1999-2009/Dec 02
         (c) 2009 Business Wire.
*File 610: contains data from 3/99 forward.
 For archive data (1986-2/99) see File 810.
  File 613:PR Newswire 1999-2009/Dec 02
         (c) 2009 PR Newswire Association Inc
*File 613: File 613 now contains data from 5/99 forward.
```

Archive data (1987-4/99) is available in File 813.
  File 634:San Jose Mercury Jun 1985-2009/Nov 29
         (c) 2009 San Jose Mercury News
  File 810:Business Wire 1986-1999/Feb 28
         (c) 1999 Business Wire
*File 810: contains data from 1986-1999.
 See File 610 for current data.
  File 813:PR Newswire 1987-1999/Apr 30
         (c) 1999 PR Newswire Association Inc
*File 813: contains data from 1987-1999.
For current data see File 613.
  File 20:Dialog Global Reporter 1997-2009/Dec 02
         (c) 2009 Dialog
  File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13
         (c) 2002 Gale/Cengage
*File 583: This file is no longer updating as of 12-13-2002.
  File 474:New York Times Abs 1969-2009/Dec 02
         (c) 2009 The New York Times
  File 475:Wall Street Journal Abs 1973-2009/Dec 02
         (c) 2009 The New York Times
  File 35:Dissertation Abs Online 1861-2009/Oct
         (c) 2009 ProQuest Info&Learning
  File 65:Inside Conferences 1993-2009/Dec 02
         (c) 2009 BLDSC all rts. reserv.
  File 99:Wilson Appl. Sci & Tech Abs 1983-2009/Nov
         (c) 2009 The HW Wilson Co.
  File 256:TecTrends 1982-2009/Nov W5
         (c) 2009 Info.Sources Inc. All rights res.
*File 256: Please see HELP NEWS 256 for the latest
information about TecTrends.
  File   9:Business & Industry(R) Jul/1994-2009/Dec 01
         (c) 2009 Gale/Cengage
  File 15:ABI/Inform(R) 1971-2009/Dec 01
         (c) 2009 ProQuest Info&Learning
  File 16:Gale Group PROMT(R) 1990-2009/Nov 04
         (c) 2009 Gale/Cengage
  File 148:Gale Group Trade & Industry DB 1976-2009/Dec 02
         (c) 2009 Gale/Cengage
*File 148: CURRENT feature not working. See HELP NEWS148.
  File 160:Gale Group PROMT(R) 1972-1989
         (c) 1999 The Gale Group
  File 275:Gale Group Computer DB(TM) 1983-2009/Oct 29
         (c) 2009 Gale/Cengage
  File 621:Gale Group New Prod.Annou.(R) 1985-2009/Oct 21
         (c) 2009 Gale/Cengage
  File 636:Gale Group Newsletter DB(TM) 1987-2009/Nov 04
         (c) 2009 Gale/Cengage
  File 624:McGraw-Hill Publications 1985-2009/Dec 02
         (c) 2009 McGraw-Hill Co. Inc
  File   2:INSPEC 1898-2009/Nov W4
         (c) 2009 The IET
  File 635:Business Dateline(R) 1985-2009/Dec 02
         (c) 2009 ProQuest Info&Learning
  File 570:Gale Group MARS(R) 1984-2009/Nov 04
         (c) 2009 Gale/Cengage
  File 387:The Denver Post 1994-2009/Dec 01
         (c) 2009 Denver Post

```
  File 471:New York Times Fulltext 1980-2009/Dec 02
         (c) 2009 The New York Times
  File 492:Arizona Repub/Phoenix Gaz 19862002/Jan 06
         (c) 2002 Phoenix Newspapers
*File 492: no longer updates.
  File 494:St LouisPost-Dispatch 1988-2009/Dec 02
         (c) 2009 St Louis Post-Dispatch
  File 631:Boston Globe 1980-2009/Dec 02
         (c) 2009 Boston Globe
  File 633:Phil.Inquirer 1983-2009/Dec 02
         (c) 2009 Philadelphia Newspapers Inc
  File 638:Newsday/New York Newsday 1987-2009/Dec 01
         (c) 2009 Newsday Inc.
  File 640:San Francisco Chronicle 1988-2009/Nov 29
         (c) 2009 Chronicle Publ. Co.
  File 641:Rocky Mountain News Jun 1989-2009/Jan 16
         (c) 2009 Scripps Howard News
*File 641: no longer updates.
The Rocky Mountain News is no longer published.
  File 702:Miami Herald 1983-2009/Dec 02
         (c) 2009 The Miami Herald Publishing Co.
  File 703:USA Today 1989-2009/Dec 02
         (c) 2009 USA Today
  File 704:(Portland)The Oregonian 1989-2009/Dec 01
         (c) 2009 The Oregonian
  File 713:Atlanta J/Const. 1989-2009/Mar 08
         (c) 2009 Atlanta Newspapers
  File 714:(Baltimore) The Sun 1990-2009/Nov 29
         (c) 2009 Baltimore Sun
  File 715:Christian Sci.Mon. 1989-2009/Nov 30
         (c) 2009 Christian Science Monitor
  File 725:(Cleveland)Plain Dealer Aug 1991-2009/Dec 01
         (c) 2009 The Plain Dealer
  File 735:St. Petersburg Times 1989- 2009/Nov 29
         (c) 2009 St. Petersburg Times
  File 477:Irish Times 1999-2009/Dec 02
         (c) 2009 Irish Times
  File 710:Times/Sun.Times(London) Jun 1988-2009/Dec 02
         (c) 2009 Times Newspapers
  File 711:Independent(London) Sep 1988-2006/Dec 12
         (c) 2006 Newspaper Publ. PLC
*File 711: no longer updates. See NewsRoom for
 daily coverage from many European sources.
  File 756:Daily/Sunday Telegraph 2000-2009/Dec 02
         (c) 2009 Telegraph Group
  File 757:Mirror Publications/Independent Newspapers 2000-2009/Dec 02
         (c) 2009
  File  47:Gale Group Magazine DB(TM) 1959-2009/Nov 16
         (c) 2009 Gale/Cengage

      Set  Items  Description
      ---  -----  -----------
```

? s andale(w)com

Processing
Processing
Processing
Processing
Processing

```
Processing
Processed  10 of  48 files ...
Processing
Processed  20 of  48 files ...
Completed processing all files
             1830  ANDALE
         39112434  COM
       S1     218  ANDALE(W)COM
```

? s **pd<20030908**

Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
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Processing

Processing
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Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
>>>One or more prefixes are unsupported
>>> or undefined in one or more files.
Processed 10 of 48 files ...
Processing
Processing
Processing
Processing
Processing
Processing
Processed 20 of 48 files ...
Processing
Processing
Processing
Processing
Processed 30 of 48 files ...
Processing
Processing
Processed 40 of 48 files ...
Processing
Completed processing all files
      S2110050107 PD<20030908

? **ds**

```
Set     Items   Description
S1        218   ANDALE(W)COM
S2  110050107   PD<20030908
```

? **s s1 and s2**

```
             218  S1
          110050107  S2
      S3     177  S1 AND S2
```

? **s s3 and (fulfillment or fulfill or fulfills or fulfilled or fulfilling)**

```
             177  S3
          447210  FULFILLMENT
          633901  FULFILL
           98139  FULFILLS
          349870  FULFILLED
```

```
          401950  FULFILLING
      S4      14  S3 AND (FULFILLMENT OR FULFILL OR FULFILLS OR
FULFILLED
                  OR FULFILLING)
```

? **s s3 and (logistic or logistics or logistical or logistically)**

```
             177  S3
          133221  LOGISTIC
         1355012  LOGISTICS
          218801  LOGISTICAL
           24638  LOGISTICALLY
      S5       3  S3 AND (LOGISTIC OR LOGISTICS OR LOGISTICAL OR
                  LOGISTICALLY)
```

? **t s5/3/all**

5/3/1 (Item 1 from file: 16)
DIALOG(R)File 16: Gale Group PROMT(R)
(c) 2009 Gale/Cengage. All rights reserved.

07537045 **Supplier Number:** 63132885 **(USE FORMAT 7 FOR FULLTEXT)**

Cyber Supply.(RosettaNet works on supply chain management standard)(Company Business and Marketing)
Anthony, Robert
Electronic Business , v 26 , n 6 , p s2
June , 2000
Language: English **Record Type:** Fulltext
Document Type: Magazine/Journal ; Trade
Word Count: 2706

5/3/2 (Item 1 from file: 148)
DIALOG(R)File 148: Gale Group Trade & Industry DB
(c) 2009 Gale/Cengage. All rights reserved.

12303764 **Supplier Number:** 63132885 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Cyber Supply.(RosettaNet works on supply chain management standard)(Company Business and Marketing)

Anthony, Robert
Electronic Business , 26 , 6 , s2
June , 2000
ISSN: 1097-4881
Language: English
Record Type: Fulltext
Word Count: 2897 **Line Count:** 00238

5/3/3 (Item 1 from file: 275)
DIALOG(R)File 275: Gale Group Computer DB(TM)
(c) 2009 Gale/Cengage. All rights reserved.

02412218 **Supplier Number:** 63132885 **(Use Format 7 Or 9 For** FULL TEXT)
Cyber Supply.(RosettaNet works on supply chain management standard)(Company Business and Marketing)

Anthony, Robert
Electronic Business , 26 , 6 , s2
June , 2000
ISSN: 1097-4881
Language: English **Record Type:** Fulltext
Word Count: 2897 **Line Count:** 00238

? **t s5/k/all**

5/K/1 (Item 1 from file: 16)
DIALOG(R)File 16: Gale Group PROMT(R)
(c) 2009 Gale/Cengage. All rights reserved.

-
...is not interactive. RosettaNetstandard interfaces allow companies to interact and view each other's data in real time. It is streamlining order
management, manufacturing and **logistics**.
"The whole point is to take time out of the system," explains Colin
Evans, director of e-business strategy for Intel Corp. of Santa Clara...but
now we're flirting with (being) the best of class," he claims.
Since instituting its supply change project in 1996, the changes in
improved **logistics** and better scheduling for contract manufacturers have reduced the number of manufacturing days for a typical product from
20-24 days to three to five...

...been reduced from several months to days.
Baby steps
Even small businesses can benefit by eliminating steps in their supply chains. Andal(acute{e}) (www.**Andale.com**), based in
Mountain View, CA, helps individuals and businesses automate the task of
selling items on the eBay, Yahoo and Amazon.com auction sites. The...

20000601

5/K/2 (Item 1 from file: 148)
DIALOG(R)File 148: Gale Group Trade & Industry DB
(c) 2009 Gale/Cengage. All rights reserved.

...is not interactive. RosettaNetstandard interfaces allow companies to interact and view each other's data in real time. It is streamlining order
management, manufacturing and **logistics.**
"The whole point is to take time out of the system," explains Colin
Evans, director of e-business strategy for Intel Corp. of Santa Clara...but
now we're flirting with (being) the best of class," he claims.
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20-24 days to three to five...

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Mountain View, CA, helps individuals and businesses automate the task of
selling items on the eBay, Yahoo and Amazon.com auction sites. The...

20000601

5/K/3 (Item 1 from file: 275)
DIALOG(R)File 275: Gale Group Computer DB(TM)
(c) 2009 Gale/Cengage. All rights reserved.
...is not interactive. RosettaNetstandard interfaces allow companies to interact and view each other's data in real time. It is streamlining order
management, manufacturing and **logistics.**
"The whole point is to take time out of the system," explains Colin
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improved **logistics** and better scheduling for contract manufacturers have reduced the number of manufacturing days for a typical product from
20-24 days to three to five...

...been reduced from several months to days.
Baby steps
Even small businesses can benefit by eliminating steps in their supply chains. Andal(acute{e}) (www.**Andale.com**), based in

Mountain View, CA, helps individuals and businesses automate the task of
selling items on the eBay, Yahoo and Amazon.com auction sites. The...

20000601

? **rd s4**

S6 6 RD S4 (unique items)

? **t s6/3/all**

6/3/1 (Item 1 from file: 610)
DIALOG(R)File 610: Business Wire
(c) 2009 Business Wire. All rights reserved.

00206889 20000302062B3011 **(USE FORMAT 7 FOR FULLTEXT)**
So You Want to be an Internet Entrepreneur?... Andale's In-A-Box Kit Can Help

Business Wire
Thursday , March 2, 2000 09:02 EST
Journal Code: BW **Language:** ENGLISH **Record Type:** FULLTEXT **Document Type:** NEWSWIRE
Word Count: 1,206

6/3/2 (Item 1 from file: 613)
DIALOG(R)File 613: PR Newswire
(c) 2009 PR Newswire Association Inc. All rights reserved.

00785538 20020621SFF021 **(USE FORMAT 7 FOR FULLTEXT)**
Andale's Market Insight Products Bring Auction Trading In

PR Newswire
Friday , June 21, 2002 15:00 EDT
Journal Code: PR **Language:** ENGLISH **Record Type:** FULLTEXT **Document Type:** NEWSWIRE
Word Count: 852

6/3/3 (Item 2 from file: 613)
DIALOG(R)File 613: PR Newswire
(c) 2009 PR Newswire Association Inc. All rights reserved.

00519620 20010221SFW082 **(USE FORMAT 7 FOR FULLTEXT)**
Andale Taps $6 Billion 'Off-Ebay' Market - Gives Businesses the Freedom to Sell Anywhere with New Stores Product

PR Newswire
Wednesday , February 21, 2001 08:31 EST
Journal Code: PR **Language:** ENGLISH **Record Type:** FULLTEXT **Document Type:** NEWSWIRE
Word Count: 1,268

6/3/4 (Item 1 from file: 20)
DIALOG(R)File 20: Dialog Global Reporter
(c) 2009 Dialog. All rights reserved.

23959926 **(USE FORMAT 7 OR 9 FOR FULLTEXT)**
Andale's Market Insight Products Bring Auction Trading Into 21st Century

PR NEWSWIRE (US)
June 21, 2002
Journal Code: WPRU **Language:** English **Record Type:** FULLTEXT
Word Count: 868

6/3/5 (Item 1 from file: 16)
DIALOG(R)File 16: Gale Group PROMT(R)
(c) 2009 Gale/Cengage. All rights reserved.

09885172 **Supplier Number:** 87581657 **(USE FORMAT 7 FOR FULLTEXT)**

Andale's Market Insight Products Bring Auction Trading Into 21st Century; New Research and Analysis Tools Create Better Informed, More Profitable Merchants.
PR Newswire , p SFF02121062002
June 21 , 2002
Language: English **Record Type:** Fulltext
Document Type: Newswire ; Trade
Word Count: 696

6/3/6 (Item 2 from file: 16)
DIALOG(R)File 16: Gale Group PROMT(R)
(c) 2009 Gale/Cengage. All rights reserved.

07537045 **Supplier Number:** 63132885 **(USE FORMAT 7 FOR FULLTEXT)**

Cyber Supply.(RosettaNet works on supply chain management standard)(Company Business and Marketing)
Anthony, Robert
Electronic Business , v 26 , n 6 , p s2
June , 2000

Language: English **Record Type:** Fulltext
Document Type: Magazine/Journal ; Trade
Word Count: 2706

? **t s6/k/all**

>>> Retrying request [1]
6/K/1 (Item 1 from file: 610)
DIALOG(R)File 610: Business Wire
(c) 2009 Business Wire. All rights reserved.

Text:
...the
`next generation' of Internet Entrepreneurs. Andale's Internet Entrepreneur
In-a-Box Kit will be available free of charge in mid-March, at www.**andale.com**. It contains tried and tested advice, tips, techniques, a
guide book, special deals for Internet access, an offer for a free digital
camera, and other...

...customers and to develop targeted marketing strategies to build loyalty.

Heidi Le Vell and the team of Auction Advisors at Andale are available at
www.**andale.com**, and on the Andale customer service line 1-800-857-2757 to
answer questions about online selling, and how to maximize business potential.

Note to...

...and the Birnbaum's are
planning on doubling their success this year.

Delinda Burger, of Oklahoma City is a 28-year-old mother of three **fulfilling**
her dream of a home-based career. With Andale, she can list and manage auctions in seconds, vs. hours, giving her more time to be...

...hobby of buying and selling these items
into a business. Andale has helped make the business a success.

About Andale
Andale (Ahn-du-lay) www.**andale.com** is the first Web-based Auction Business
Management service for auction sellers that makes it possible to sell twice
as much merchandise, on multiple markets...

...from Accel Partners,
Mohr Davidow Ventures, Oak Hill Venture Partners and other angel
investors.
For more information call, 1-800-450-7515 or visit www.**andale.**
com.

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companies
of
which they are associated.

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-0-

CONTACT: Andale, Inc.
Mary Camarata, 408/969-0574
mary@**andale.com**

KEYWORD: CALIFORNIA
INDUSTRY KEYWORD: E-COMMERCE
INTERNET

6/K/2 (Item 1 from file: 613)
DIALOG(R)File 613: PR Newswire
(c) 2009 PR Newswire Association Inc. All rights reserved.

Text:

Andale, Inc. (www.**andale.com**),
the leading provider of auction management tools and services for
online
sellers, today announced a complete set of products designed to take
auction
management from...

...create and launch hundreds of
ads at a time
-- Import inventory items from a spreadsheet or database using
simple
wizard
-- Export data into any offline **fulfillment**, reporting and
financial
systems
-- Support multiple users. Distribute the task of listing, shipping
and
accounting

-- Reduce shipping time with invoice, labels and picklist generators

Andale...

...Texas
Pacific Group (TPG), Tarrant Venture Partners, Accel Partners, Mohr Davidow
Ventures, Oak Hill Venture Partners and other angel investors. For more information visit www.**andale.com**.

Tell Us What You Think -- Click Here
http://tbutton.prnewswire.com/prn/11690X13814705

SOURCE Andale, Inc.
CONTACT: Valerie Wolf of Andale, Inc., 650-230-3089, or vwolf@**andale.com**
Web site: http://www.**andale.com**

6/K/3 (Item 2 from file: 613)
DIALOG(R)File 613: PR Newswire
(c) 2009 PR Newswire Association Inc. All rights reserved.

Text:
Andale, Inc.
(www.**andale.com**), the leading provider of auction management tools and
services for online sellers, today announced a new product called Andale
Stores that will allow sellers to...

...real time to make sure that if, for example, 5 items sell at auction and
another 50 on the online store, that they can still **fulfill** all orders. Also,
businesses should make sure that they are automatically up-selling and cross-selling buyers on one channel to specials on another in...

...that produced an increase in revenue of more than 600 percent over the
last
two sequential quarters combined.

About Andale
Andale (Ahn-du-lay) www.**andale.com** is the first Web-based Auction Business
Management service for online sellers that makes it possible to sell twice
as
much merchandise on multiple markets...

...Pacific Group's (TPG) Tarrant Venture Partners, Accel
Partners, Mohr Davidow Ventures, Oak Hill Venture Partners and other
angel
investors. For more information visit www.**andale.com**.

NOTE: Andale and Honesty are trademarks of Andale, Inc. eBay is a
trademark of eBay Inc. The names of actual companies and products
mentioned
herein may be the trademarks of their respective owners.

SOURCE Andale, Inc.
CONTACT: Mary Camarata of Andale, Inc., 408-605-4879, or mary@**andale**
.com; or
Debbie Clima formally Debbie Foos of Lutchansky Communications, Inc.,
408-938-9050 ext. 16, or debbie@lcomm.com, for Andale, Inc.
Web site: http...

...www.eGalleriaMall.com
Web site: http://www.yahoo.com
Web site: http://www.amazon.com
Web site: http://www.ebay.com
Web site: http://www.**andale.com**

6/K/4 (Item 1 from file: 20)
DIALOG(R)File 20: Dialog Global Reporter
(c) 2009 Dialog. All rights reserved.

(USE FORMAT 7 OR 9 FOR FULLTEXT)

-
Andale, Inc. (http://www.**andale.com**/), the leading provider
of auction management tools and services for online sellers, today
announced a complete set of products designed to take auction
management
from...
...create and launch hundreds of ads at a time -- Import inventory
items
from a spreadsheet or database using simple wizard -- Export data into
any
offline **fulfillment**, reporting and financial systems -- Support
multiple users. Distribute the task of listing, shipping and
accounting --
Reduce shipping time with invoice, labels and picklist generators
Andale
...

...Pacific Group (TPG), Tarrant Venture Partners, Accel Partners, Mohr
Davidow Ventures, Oak Hill Venture Partners and other angel investors.
For
more information visit http://www.**andale.com**/.
Tell Us What You Think -- Click Here

http://tbutton.prnewswire.com/prn/11690X13814705 Andale, Inc.
Contact: Valerie Wolf of Andale, Inc., 650-230-3089, or vwolf@andale.com
Website: http://www.andale.com/

20020621

6/K/5 (Item 1 from file: 16)
DIALOG(R)File 16: Gale Group PROMT(R)
(c) 2009 Gale/Cengage. All rights reserved.

Supplier Number: (USE FORMAT 7 FOR FULLTEXT)

Text:

ANAHEIM, Calif. -- Andale, Inc. (http://www.andale.com/), the leading provider of auction management tools and services for online sellers, today announced a complete set of products designed to take auction management from...

...create and launch hundreds of ads at a time

-- Import inventory items from a spreadsheet or database using simple wizard
-- Export data into any offline fulfillment, reporting and financial systems

-- Support multiple users. Distribute the task of listing, shipping and accounting
-- Reduce shipping time with invoice, labels and picklist generators
Andale...

...Pacific Group (TPG), Tarrant Venture Partners, Accel Partners, Mohr Davidow Ventures, Oak Hill Venture Partners and other angel investors. For more information visit http://www.andale.com/.
Tell Us What You Think -- Click Here
http://tbutton.prnewswire.com/prn/11690X13814705
Contact: Valerie Wolf of Andale, Inc., 650-230-3089, or vwolf@andale.com
Website: http://www.andale.com/

20020621

6/K/6 (Item 2 from file: 16)
DIALOG(R)File 16: Gale Group PROMT(R)
(c) 2009 Gale/Cengage. All rights reserved.

```
-
...been reduced from several months to days.
      Baby steps
      Even small businesses can benefit by eliminating steps in their
supply chains. Andal(acute{e}) (www.Andale.com), based in
Mountain View, CA, helps individuals and businesses automate the task
of
selling items on the eBay, Yahoo and Amazon.com auction sites. The...

...where they can enter payment and shipping information. The system
maintains financial reports and monitors inventory, alerting users
about
imminent shortages. The result is reduced fulfillment time. Instead
of taking three weeks to coordinate payments and shipments, most
```

20000601

? **ds**

```
Set     Items   Description
S1        218   ANDALE(W)COM
S2  110050107   PD<20030908
S3        177   S1 AND S2
S4         14   S3 AND (FULFILLMENT OR FULFILL OR FULFILLS OR FULFILLED
OR
              FULFILLING)
S5          3   S3 AND (LOGISTIC OR LOGISTICS OR LOGISTICAL OR
LOGISTICALL-
              Y)
S6          6   RD S4  (unique items)
```

? **s s2 and skulogix**

```
        110050107  S2
             174  SKULOGIX
      S7     145  S2 AND SKULOGIX
```

? **s s7 and (fulfillment or fulfill or fulfills or fulfilled or fulfilling or logistic or logistics or logistical or logistically)**

```
             145  S7
          447210  FULFILLMENT
          633901  FULFILL
           98139  FULFILLS
          349870  FULFILLED
          401950  FULFILLING
```

```
          133221  LOGISTIC
         1355012  LOGISTICS
          218801  LOGISTICAL
           24638  LOGISTICALLY
      S8      78  S7 AND (FULFILLMENT OR FULFILL OR FULFILLS OR
FULFILLED
                  OR FULFILLING OR LOGISTIC OR LOGISTICS OR LOGISTICAL
OR
                  LOGISTICALLY)
```

? **s s8 and (3pl or 3pls or third(w)party or outsourc???)**

```
Processing
Processing
Processing
Processing
Processing
Processing
Processed  10 of  48 files ...
Processing
Processed  20 of  48 files ...
Completed processing all files
             78  S8
          14100  3PL
           7568  3PLS
       17881225  THIRD
       11952514  PARTY
        2063015  THIRD(W)PARTY
        1544968  OUTSOURC???
      S9      15  S8 AND (3PL OR 3PLS OR THIRD(W)PARTY OR OUTSOURC???)
```

? **rd**

```
     S10       8  RD  (unique items)
```

? **t s10/3/all**

10/3/1 (Item 1 from file: 613)
DIALOG(R)File 613: PR Newswire
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00558954 20010424HSCPR **(USE FORMAT 7 FOR FULLTEXT)**
PR Newswire High Technology Summary Tuesday, April 24, 2001

PR Newswire
Tuesday , April 24, 2001 14:36 EDT
Journal Code: PR **Language:** ENGLISH **Record Type:** FULLTEXT **Document Type:** NEWSWIRE
Word Count: 8,222

10/3/2 (Item 2 from file: 613)
DIALOG(R)File 613: PR Newswire
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00513543 20010212NYM070 **(USE FORMAT 7 FOR FULLTEXT)**
Touchitaly Selects Skulogix(TM) As North American E-Commerce Fulfillment Partner

PR Newswire
Monday , February 12, 2001 10:30 EST
Journal Code: PR **Language:** ENGLISH **Record Type:** FULLTEXT **Document Type:** NEWSWIRE
Word Count: 529

10/3/3 (Item 3 from file: 613)
DIALOG(R)File 613: PR Newswire
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00417178 20000918HSCPR2 **(USE FORMAT 7 FOR FULLTEXT)**
PR Newswire High Technology Summary (Part 2) Monday, September 18, 2000

PR Newswire
Monday , September 18, 2000 16:39 EDT
Journal Code: PR **Language:** ENGLISH **Record Type:** FULLTEXT **Document Type:** NEWSWIRE
Word Count: 4,656

10/3/4 (Item 4 from file: 613)
DIALOG(R)File 613: PR Newswire
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00416546 20000918HSNATL1A **(USE FORMAT 7 FOR FULLTEXT)**
PR Newswire National Summary, Monday, September 18, 2000 from 8:00 to 10 A.M. EST

PR Newswire
Monday , September 18, 2000 10:07 EDT
Journal Code: PR **Language:** ENGLISH **Record Type:** FULLTEXT **Document Type:** NEWSWIRE
Word Count: 7,457

10/3/5 (Item 1 from file: 20)
DIALOG(R)File 20: Dialog Global Reporter
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17819614 **(USE FORMAT 7 OR 9 FOR FULLTEXT)**
Grocery Gateway delivers new deals: Aims for fresh role with Skulogix and Direct Home buys

DAVID AKIN
FINANCIAL POST , p 03
July 17, 2001
Journal Code: FFP **Language:** English **Record Type:** FULLTEXT
Word Count: 486

10/3/6 (Item 2 from file: 20)
DIALOG(R)File 20: Dialog Global Reporter
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17800516 **(USE FORMAT 7 OR 9 FOR FULLTEXT)**
Grocery Gateway acquires Direct Home Delivery and Skulogix Inc.

CANADA NEWSWIRE
July 16, 2001
Journal Code: WCNW **Language:** English **Record Type:** FULLTEXT
Word Count: 840

10/3/7 (Item 3 from file: 20)
DIALOG(R)File 20: Dialog Global Reporter
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15115451 **(USE FORMAT 7 OR 9 FOR FULLTEXT)**
(CNW) TouchItaly selects Skulogix(TM) as North American e-commerce fulfillment partner

CANADA NEWSWIRE
February 12, 2001
Journal Code: WCNW **Language:** English **Record Type:** FULLTEXT
Word Count: 541

10/3/8 (Item 4 from file: 20)
DIALOG(R)File 20: Dialog Global Reporter
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14915031 **(USE FORMAT 7 OR 9 FOR FULLTEXT)**
No Second Chances: Why my start up's R&D decisions have to be right -- or else

KERRY STIRTON

FINANCIAL POST , p 51
February 01, 2001
Journal Code: FFP **Language:** English **Record Type:** FULLTEXT
Word Count: 755

? **t s10/k/2,5**

>>> Retrying request [1]
10/K/2 (Item 2 from file: 613)
DIALOG(R)File 613: PR Newswire
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Touchitaly Selects Skulogix(TM) As North American E-Commerce Fulfillment Partner

Text:

Skulogix, an e-commerce platform and **fulfillment** service provider, announced it has been selected by TouchItaly, a global provider of premium Italian lifestyle products and information, for TouchItaly's North American **fulfillment** and e-commerce infrastructure needs.

TouchItaly will initially offer North American consumers high quality, made in Italy products - including Tod's and Acqua di Parma - along with information and services on Italian design, food, travel and lifestyle. To help deliver the ultimate experience for their customers, TouchItaly will leverage **Skulogix**'s unique and sophisticated solutions to provide them with high velocity **fulfillment** and transaction management services.

"We were looking for a partner that understood, and was able to deliver, our desired brand experience. **Skulogix** combined their knowledge of premium brands with the speed, accuracy, and flexibility we were looking for," says Giovanni Vacchi, Co-COO, TouchItaly, who will launch http://www.touchitaly.com in the coming months. "We think **Skulogix** has the unique combination of expertise and proprietary technology to bring our vision and premium consumer experience to life."

At the core of **Skulogix**'s capabilities is its state-of-the-art combination

of carousels, conveyors and proprietary optimization software, housed in a 125,000 square foot **fulfillment** center in Buffalo, NY. This highly automated facility is one of the leading small order **fulfillment** solutions available today. While president of McGregor Industries/American Essentials, **Skulogix** co-founder and COO Earl Lipson developed and refined a Warehouse Management System that generates picking efficiencies twice as fast as the industry standard. To...

...has been used to ship over 30 million items and has received the prestigious Dayton Hudson Gold Star award. This technology, under exclusive license to **Skulogix**, is now deployed to support online sales, quick response store replenishment, and B2B **fulfillment.**

"**Skulogix** specializes in the delivery of premium brands and premium experiences to customers, like those offered by TouchItaly," said Dave Masotti, President and CEO of **Skulogix.** "Our innovative solutions help solve the **logistical** barriers presented by the online sales channel."

About TouchItaly

TouchItaly (http://www.touchitaly.com), a vertical web portal of Italian style, is an Internet initiative...

...in March 2000 and includes a diverse team of seasoned veterans with backgrounds in consulting, merchant banking, publishing, consumer goods, and Internet related companies.

About **Skulogix**

Skulogix, Inc., founded in July 1999, provides an **outsourced** transaction and high-velocity **fulfillment** infrastructure that enables brands and retailers to profitably manage retail supply networks and direct-to-consumer sales. The company's highly sophisticated e-commerce platform and proprietary **fulfillment** services help retailers and brands maximize sales, margins and profitability, both online and through traditional channels. **Skulogix** has offices and assets in New York and Chicago as well as a 125,000 square foot, state-of-the-art **fulfillment** facility near Buffalo, NY. To learn more about **Skulogix**, the

solution and the extraordinary management team behind it all, visit the company at http://www.**skulogix**.com.

SOURCE **Skulogix**, Inc.
CONTACT: Mike Abbass of **Skulogix**, Inc., 416-601-1777, ext. 256, mabbass@**skulogix**.com; or Phillip Pierce of Hill and Knowlton, 212-885-0418,
ppierce@hillandknowlton.com, for **Skulogix**, Inc.
Web site: http://www.**skulogix**.com http://www.touchitaly.com

Company Names:
Skulogix, Inc...

Geographic Names:

10/K/5 (Item 1 from file: 20)
DIALOG(R)File 20: Dialog Global Reporter
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(USE FORMAT 7 OR 9 FOR FULLTEXT)
Grocery Gateway delivers new deals: Aims for fresh role with Skulogix and Direct Home buys

-
...balance sheet and putting it on track to become the delivery company for
a host of Internet-based retailers.
Grocery Gateway said it will acquire **Skulogix** Inc. of Toronto, an e-commerce and **logistics** software developer, and Direct Home Delivery, a division of Direct Right Cartage Ltd., an operator of **third-party** delivery services in most large Canadian cities.
...give his company the ability to provide home delivery services for other
online retailers.
"We are not a grocery business. We are a last-mile **logistics** business. Grocery just happened to be a large category that was good to start the development of the pipeline. This acquisition just puts in place
...
...but also in Montreal, Vancouver and Calgary. Its main customer is Business Depot Ltd.
Terms of the deals were not disclosed, although the company said **Skulogix** investors would receive shares in privately held Grocery Gateway. **Skulogix** investors will hold a minority position in Grocery Gateway.
Skulogix and Grocery Gateway have several investors in common, including Mosaic Venture Partners LLP, CDP Sofinov and the Ontario Teachers' Pension Plan Board.
The acquisition of **Skulogix** will add $25-million in cash and **Skulogix**'s electronic transaction system. **Skulogix**, which

also owns a large warehouse facility near Buffalo, N.Y., will operate as
its own division within Grocery Gateway.

Skulogix had set itself up as a provider of electronic transaction and fulfilment services for online retailers, but found the business was drying up as a result of the slowdown in the Internet business-to-consumer (B2C) area.

Skulogix had raised about US$39-million in venture capital financing since 2000.

"The B2C space didn't develop at the rate that people thought it would
develop at, and there was significant surplus capacity for B2C," said Al
Sellery, chief executive of Grocery Gateway. "Given that, (**Skulogix**) was overcapitalized. A number of our investors are also investors in **Skulogix**, so they approached us about doing an acquisition of **Skulogix** in order for them to reallocate the capital."

"It became evident some months ago that even the big name accounts we
fought long and hard to win were not going to be sufficiently profitable
for us," Kerry Stirton, **Skulogix** chief financial officer, wrote this month for National Post Business magazine.

20010717

? ds

```
Set     Items   Description
S1        218   ANDALE(W)COM
S2  110050107   PD<20030908
S3        177   S1 AND S2
S4         14   S3 AND (FULFILLMENT OR FULFILL OR FULFILLS OR FULFILLED
OR
              FULFILLING)
S5          3   S3 AND (LOGISTIC OR LOGISTICS OR LOGISTICAL OR
LOGISTICALL-
             Y)
S6          6   RD S4  (unique items)
S7        145   S2 AND SKULOGIX
S8         78   S7 AND (FULFILLMENT OR FULFILL OR FULFILLS OR FULFILLED
OR
              FULFILLING OR LOGISTIC OR LOGISTICS OR LOGISTICAL OR
LOGISTIC-
              ALLY)
S9         15   S8 AND (3PL OR 3PLS OR THIRD(W)PARTY OR OUTSOURC???)
S10         8   RD  (unique items)
```

? s s2 and ((3pl or 3pls or ((third(w)party) or outsource or outsources or outsourced or outsourcing)(3n)(logistics or fulfillment or fulfillments))

```
>>>Unmatched parentheses
```

? s s2 and (3pl or 3pls or (((third(w)party) or outsource or outsources or outsourced or outsourcing)(3n)(logistics or fulfillment or fulfillments))) and (fulfillment or fulfillments or shipping or shipment or shipments or shipper)

Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing

```
Processing
Processing
Processed  10 of  48 files ...
Processing
Processing
Processed  20 of  48 files ...
Processing
Processed  30 of  48 files ...
Processing
Completed processing all files
        110050107  S2
           14100  3PL
            7568  3PLS
        17881225  THIRD
        11952514  PARTY
         2063015  THIRD(W)PARTY
          288322  OUTSOURCE
           28044  OUTSOURCES
          410847  OUTSOURCED
         1084061  OUTSOURCING
         1355012  LOGISTICS
          447210  FULFILLMENT
            1097  FULFILLMENTS
           66430  ((((THIRD(W)PARTY OR OUTSOURCE) OR OUTSOURCES) OR
                  OUTSOURCED) OR OUTSOURCING)(3N)((LOGISTICS OR
                  FULFILLMENT) OR FULFILLMENTS)
          447210  FULFILLMENT
            1097  FULFILLMENTS
         1970173  SHIPPING
          638892  SHIPMENT
         1230531  SHIPMENTS
           73752  SHIPPER
     S11   16998  S2 AND (3PL OR 3PLS OR (((THIRD(W)PARTY) OR OUTSOURCE
OR
                  OUTSOURCES OR OUTSOURCED OR
OUTSOURCING)(3N)(LOGISTICS OR
```

```
                  FULFILLMENT OR FULFILLMENTS))) AND (FULFILLMENT OR
                  FULFILLMENTS OR SHIPPING OR SHIPMENT OR SHIPMENTS OR
                  SHIPPER)

>>> Retrying request [1]
```

? s s2 and ((third(w)party)(3n)(logistics or fulfillment or fulfillments))

```
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processed  10 of  48 files ...
Processing
Processed  20 of  48 files ...
Processing
Completed processing all files
        110050107  S2
        17881225  THIRD
        11952514  PARTY
         1355012  LOGISTICS
          447210  FULFILLMENT
            1097  FULFILLMENTS
           49309  THIRD(W)PARTY(3N)((LOGISTICS OR FULFILLMENT) OR
                  FULFILLMENTS)
     S12   20932  S2 AND ((THIRD(W)PARTY)(3N)(LOGISTICS OR FULFILLMENT
OR
                  FULFILLMENTS))
```

? ds

```
Set     Items   Description
S1        218   ANDALE(W)COM
S2  110050107   PD<20030908
S3        177   S1 AND S2
S4         14   S3 AND (FULFILLMENT OR FULFILL OR FULFILLS OR FULFILLED
OR
             FULFILLING)
S5          3   S3 AND (LOGISTIC OR LOGISTICS OR LOGISTICAL OR
LOGISTICALL-
             Y)
S6          6   RD S4  (unique items)
S7        145   S2 AND SKULOGIX
S8         78   S7 AND (FULFILLMENT OR FULFILL OR FULFILLS OR FULFILLED
OR
             FULFILLING OR LOGISTIC OR LOGISTICS OR LOGISTICAL OR
LOGISTIC-
             ALLY)
S9         15   S8 AND (3PL OR 3PLS OR THIRD(W)PARTY OR OUTSOURC???)
S10         8   RD  (unique items)
S11     16998   S2 AND (3PL OR 3PLS OR (((THIRD(W)PARTY) OR OUTSOURCE
OR O-
```

```
             UTSOURCES OR OUTSOURCED OR OUTSOURCING)(3N)(LOGISTICS OR
FULF-
             ILLMENT OR FULFILLMENTS))) AND (FULFILLMENT OR
FULFILLMENTS OR
              SHIPPING OR SHIPMENT OR SHIPMENTS OR SHIPPER)
S12     20932   S2 AND ((THIRD(W)PARTY)(3N)(LOGISTICS OR FULFILLMENT OR
FU-
             LFILLMENTS))

>>> Retrying request [1]
```

? ds

```
Set     Items   Description
S1        218   ANDALE(W)COM
S2  110050107   PD<20030908
S3        177   S1 AND S2
S4         14   S3 AND (FULFILLMENT OR FULFILL OR FULFILLS OR FULFILLED
OR
             FULFILLING)
S5          3   S3 AND (LOGISTIC OR LOGISTICS OR LOGISTICAL OR
LOGISTICALL-
             Y)
S6          6   RD S4  (unique items)
S7        145   S2 AND SKULOGIX
S8         78   S7 AND (FULFILLMENT OR FULFILL OR FULFILLS OR FULFILLED
OR
             FULFILLING OR LOGISTIC OR LOGISTICS OR LOGISTICAL OR
LOGISTIC-
             ALLY)
S9         15   S8 AND (3PL OR 3PLS OR THIRD(W)PARTY OR OUTSOURC???)
S10         8   RD  (unique items)
S11     16998   S2 AND (3PL OR 3PLS OR (((THIRD(W)PARTY) OR OUTSOURCE
OR O-
             UTSOURCES OR OUTSOURCED OR OUTSOURCING)(3N)(LOGISTICS OR
FULF-
             ILLMENT OR FULFILLMENTS))) AND (FULFILLMENT OR
FULFILLMENTS OR
              SHIPPING OR SHIPMENT OR SHIPMENTS OR SHIPPER)
S12     20932   S2 AND ((THIRD(W)PARTY)(3N)(LOGISTICS OR FULFILLMENT OR
FU-
             LFILLMENTS))
```

? s s12 and (parameter or parameters or attribute or attributes or characteristic or characteristics)

Processing

```
          20932  S12
         609358  PARAMETER
        1700603  PARAMETERS
         345116  ATTRIBUTE
         792799  ATTRIBUTES
         650386  CHARACTERISTIC
        2212794  CHARACTERISTICS
     S13    1197  S12 AND (PARAMETER OR PARAMETERS OR ATTRIBUTE OR
                  ATTRIBUTES OR CHARACTERISTIC OR CHARACTERISTICS)
```

? s s13 and ((custom or customize or customized or customizes or customization or customizing or customizable or tailor or tailors or tailored or tailoring or tailorable)(5n)(service or services or fulfillment))

Processing
>>>I/O error in file 20

? logoff

```
      02dec09 19:47:15 User264751 Session D693.2
           $1.26    1.209 DialUnits File610
              $1.40  1 Type(s) in Format  3
              $0.00  1 Type(s) in Format 95 (KWIC)
           $1.40  2 Types
    $2.66  Estimated cost File610
           $1.31    1.259 DialUnits File613
              $8.40  6 Type(s) in Format  3
              $0.00  3 Type(s) in Format 95 (KWIC)
           $8.40  9 Types
    $9.71  Estimated cost File613
           $0.38    0.364 DialUnits File634
    $0.38  Estimated cost File634
           $0.55    0.529 DialUnits File810
    $0.55  Estimated cost File810
           $0.83    0.798 DialUnits File813
    $0.83  Estimated cost File813
          $13.31   10.648 DialUnits File20
              $7.30  5 Type(s) in Format  3
              $0.00  2 Type(s) in Format 95 (KWIC)
           $7.30  7 Types
   $20.61  Estimated cost File20
           $3.99    1.147 DialUnits File583
    $3.99  Estimated cost File583
           $3.02    0.830 DialUnits File474
    $3.02  Estimated cost File474
           $1.21    0.331 DialUnits File475
    $1.21  Estimated cost File475
           $0.34    0.080 DialUnits File35
    $0.34  Estimated cost File35
           $0.20    0.047 DialUnits File65
    $0.20  Estimated cost File65
           $2.34    0.478 DialUnits File99
    $2.34  Estimated cost File99
           $0.27    0.052 DialUnits File256
    $0.27  Estimated cost File256
           $5.97    1.069 DialUnits File9
    $5.97  Estimated cost File9
           $8.48    1.519 DialUnits File15
    $8.48  Estimated cost File15
          $19.70    3.531 DialUnits File16
              $4.98  3 Type(s) in Format  3
              $0.84  3 Type(s) in Format 95 (KWIC)
           $5.82  6 Types
   $25.52  Estimated cost File16
          $29.15    5.224 DialUnits File148
```

```
          $1.66  1 Type(s) in Format  3
          $0.28  1 Type(s) in Format 95 (KWIC)
        $1.94  2 Types
$31.09  Estimated cost File148
        $4.02    0.721 DialUnits File160
 $4.02  Estimated cost File160
        $3.69    0.661 DialUnits File275
          $0.00  1 Type(s) in Format 66
          $0.75  1 Type(s) in Format 95 (KWIC)
        $0.75  2 Types
 $4.44  Estimated cost File275
        $8.01    1.435 DialUnits File621
 $8.01  Estimated cost File621
        $8.64    1.549 DialUnits File636
 $8.64  Estimated cost File636
        $3.63    0.622 DialUnits File624
 $3.63  Estimated cost File624
       $26.72    2.227 DialUnits File2
$26.72  Estimated cost File2
        $4.78    0.856 DialUnits File635
 $4.78  Estimated cost File635
        $2.70    0.478 DialUnits File570
 $2.70  Estimated cost File570
        $0.22    0.211 DialUnits File387
 $0.22  Estimated cost File387
        $0.92    0.884 DialUnits File471
 $0.92  Estimated cost File471
        $0.54    0.521 DialUnits File492
 $0.54  Estimated cost File492
        $0.43    0.415 DialUnits File494
 $0.43  Estimated cost File494
        $0.54    0.516 DialUnits File631
 $0.54  Estimated cost File631
        $0.36    0.349 DialUnits File633
 $0.36  Estimated cost File633
        $0.41    0.394 DialUnits File638
 $0.41  Estimated cost File638
        $0.32    0.310 DialUnits File640
 $0.32  Estimated cost File640
        $0.36    0.346 DialUnits File641
 $0.36  Estimated cost File641
        $0.67    0.643 DialUnits File702
 $0.67  Estimated cost File702
        $0.29    0.282 DialUnits File703
 $0.29  Estimated cost File703
        $0.50    0.482 DialUnits File704
 $0.50  Estimated cost File704
        $0.39    0.372 DialUnits File713
 $0.39  Estimated cost File713
        $0.33    0.318 DialUnits File714
 $0.33  Estimated cost File714
        $0.15    0.144 DialUnits File715
 $0.15  Estimated cost File715
        $0.12    0.118 DialUnits File725
 $0.12  Estimated cost File725
        $0.34    0.323 DialUnits File735
 $0.34  Estimated cost File735
```

```
            $0.21    0.204 DialUnits File477
     $0.21  Estimated cost File477
            $0.65    0.626 DialUnits File710
     $0.65  Estimated cost File710
            $0.41    0.392 DialUnits File711
     $0.41  Estimated cost File711
            $0.16    0.157 DialUnits File756
     $0.16  Estimated cost File756
            $0.61    0.583 DialUnits File757
     $0.61  Estimated cost File757
            $8.40    1.506 DialUnits File47
     $8.40  Estimated cost File47
            OneSearch, 48 files, 47.759 DialUnits FileOS
    $18.13  INTERNET
   $215.57  Estimated cost this search
   $215.62  Estimated total session cost  48.006 DialUnits


Ended session: 2009/12/02 19:47:18
```
? logon

```
*** It is now 2009/12/03 08:45:13 ***
 (Dialog time 2009/12/03 08:45:13)

705TEXT1 is set ON as an alias for 15, 16, 160, 148, 621, 275, 634, 47
705TEXT2 is set ON as an alias for 9, 623, 810, 624, 813, 20, 636
705BIBLIT is set ON as an alias for 77, 35, 583, 2, 65, 233, 99
705NEWSBIB is set ON as an alias for 473, 474, 475
SOFTLIT is set ON as an alias for 256, 278
705ADLIT is set ON as an alias for 635, 570, PAPERSMJ, PAPERSEU
HILIGHT set on as ''  ''
DETAIL set off
KWIC is set to 50.
```
? b
610,613,634,810,813,20,583,474,475,35,65,99,256,9,15,16,148,160,275,621,636,624,2,476, 635, 570, PAPERSMJ, PAPERSEU, 47

```
>>>         476 does not exist
>>>1 of the specified files is not available
       03dec09 08:46:15 User264751 Session D694.1
            $0.00    0.247 DialUnits File415
     $0.00  Estimated cost File415
     $0.53  INTERNET
     $0.53  Estimated cost this search
     $0.53  Estimated total session cost   0.247 DialUnits

SYSTEM:OS  - DIALOG OneSearch
  File 610:Business Wire 1999-2009/Dec 03
         (c) 2009 Business Wire.
*File 610: contains data from 3/99 forward.
 For archive data (1986-2/99) see File 810.
  File 613:PR Newswire 1999-2009/Dec 03
         (c) 2009 PR Newswire Association Inc
*File 613: File 613 now contains data from 5/99 forward.
Archive data (1987-4/99) is available in File 813.
  File 634:San Jose Mercury  Jun 1985-2009/Dec 02
```

(c) 2009 San Jose Mercury News
File 810:Business Wire 1986-1999/Feb 28
(c) 1999 Business Wire
*File 810: contains data from 1986-1999.
See File 610 for current data.
File 813:PR Newswire 1987-1999/Apr 30
(c) 1999 PR Newswire Association Inc
*File 813: contains data from 1987-1999.
For current data see File 613.
File 20:Dialog Global Reporter 1997-2009/Dec 03
(c) 2009 Dialog
File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13
(c) 2002 Gale/Cengage
*File 583: This file is no longer updating as of 12-13-2002.
File 474:New York Times Abs 1969-2009/Dec 03
(c) 2009 The New York Times
File 475:Wall Street Journal Abs 1973-2009/Dec 03
(c) 2009 The New York Times
File 35:Dissertation Abs Online 1861-2009/Oct
(c) 2009 ProQuest Info&Learning
File 65:Inside Conferences 1993-2009/Dec 02
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File 99:Wilson Appl. Sci & Tech Abs 1983-2009/Nov
(c) 2009 The HW Wilson Co.
File 256:TecTrends 1982-2009/Nov W5
(c) 2009 Info.Sources Inc. All rights res.
*File 256: Please see HELP NEWS 256 for the latest
information about TecTrends.
File 9:Business & Industry(R) Jul/1994-2009/Dec 03
(c) 2009 Gale/Cengage
File 15:ABI/Inform(R) 1971-2009/Dec 02
(c) 2009 ProQuest Info&Learning
File 16:Gale Group PROMT(R) 1990-2009/Nov 05
(c) 2009 Gale/Cengage
File 148:Gale Group Trade & Industry DB 1976-2009/Dec 03
(c) 2009 Gale/Cengage
*File 148: CURRENT feature not working. See HELP NEWS148.
File 160:Gale Group PROMT(R) 1972-1989
(c) 1999 The Gale Group
File 275:Gale Group Computer DB(TM) 1983-2009/Oct 30
(c) 2009 Gale/Cengage
File 621:Gale Group New Prod.Annou.(R) 1985-2009/Oct 22
(c) 2009 Gale/Cengage
File 636:Gale Group Newsletter DB(TM) 1987-2009/Nov 05
(c) 2009 Gale/Cengage
File 624:McGraw-Hill Publications 1985-2009/Dec 02
(c) 2009 McGraw-Hill Co. Inc
File 2:INSPEC 1898-2009/Nov W4
(c) 2009 The IET
File 635:Business Dateline(R) 1985-2009/Dec 02
(c) 2009 ProQuest Info&Learning
File 570:Gale Group MARS(R) 1984-2009/Nov 05
(c) 2009 Gale/Cengage
File 387:The Denver Post 1994-2009/Dec 02
(c) 2009 Denver Post
File 471:New York Times Fulltext 1980-2009/Dec 02
(c) 2009 The New York Times

```
  File 492:Arizona Repub/Phoenix Gaz 19862002/Jan 06
         (c) 2002 Phoenix Newspapers
*File 492: no longer updates.
  File 494:St LouisPost-Dispatch 1988-2009/Dec 02
         (c) 2009 St Louis Post-Dispatch
  File 631:Boston Globe 1980-2009/Dec 03
         (c) 2009 Boston Globe
  File 633:Phil.Inquirer 1983-2009/Dec 03
         (c) 2009 Philadelphia Newspapers Inc
  File 638:Newsday/New York Newsday 1987-2009/Dec 03
         (c) 2009 Newsday Inc.
  File 640:San Francisco Chronicle 1988-2009/Nov 29
         (c) 2009 Chronicle Publ. Co.
  File 641:Rocky Mountain News Jun 1989-2009/Jan 16
         (c) 2009 Scripps Howard News
*File 641: no longer updates.
The Rocky Mountain News is no longer published.
  File 702:Miami Herald 1983-2009/Dec 03
         (c) 2009 The Miami Herald Publishing Co.
  File 703:USA Today 1989-2009/Dec 02
         (c) 2009 USA Today
  File 704:(Portland)The Oregonian 1989-2009/Dec 02
         (c) 2009 The Oregonian
  File 713:Atlanta J/Const. 1989-2009/Mar 08
         (c) 2009 Atlanta Newspapers
  File 714:(Baltimore) The Sun 1990-2009/Nov 29
         (c) 2009 Baltimore Sun
  File 715:Christian Sci.Mon. 1989-2009/Nov 30
         (c) 2009 Christian Science Monitor
  File 725:(Cleveland)Plain Dealer Aug 1991-2009/Dec 02
         (c) 2009 The Plain Dealer
  File 735:St. Petersburg Times 1989- 2009/Nov 29
         (c) 2009 St. Petersburg Times
  File 477:Irish Times 1999-2009/Dec 03
         (c) 2009 Irish Times
  File 710:Times/Sun.Times(London) Jun 1988-2009/Dec 02
         (c) 2009 Times Newspapers
  File 711:Independent(London) Sep 1988-2006/Dec 12
         (c) 2006 Newspaper Publ. PLC
*File 711: no longer updates. See NewsRoom for
 daily coverage from many European sources.
  File 756:Daily/Sunday Telegraph 2000-2009/Dec 03
         (c) 2009 Telegraph Group
  File 757:Mirror Publications/Independent Newspapers 2000-2009/Dec 03
         (c) 2009
  File  47:Gale Group Magazine DB(TM) 1959-2009/Nov 17
         (c) 2009 Gale/Cengage

      Set  Items  Description
      ---  -----  -----------
```

? s (third(w)party)(3n)(logistics or fulfillment or fulfillments))

```
>>>Unmatched parentheses
```

? s (third(w)party)(3n)(logistics or fulfillment or fulfillments)

Processing
Processing
Processing
Processing
Processing

```
Processing
Processed  10 of  48 files ...
Processing
Processed  20 of  48 files ...
Completed processing all files
        17884164  THIRD
        11954505  PARTY
         1355317  LOGISTICS
          447301  FULFILLMENT
            1097  FULFILLMENTS
      S1   49318  (THIRD(W)PARTY)(3N)(LOGISTICS OR FULFILLMENT OR
                 FULFILLMENTS)
```

? s s1 and ((select or selects or selected or selecting or selection or selections or choose or choosing or chooses or chose or choses or chosen)(3n)(center or centers or facility or facilities or hub or hubs or warehouse or warehouses or location or locations))

Processing
Processing
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Processing
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Processing
Processing
Processing
Processing

```
Processing
Processed  10 of  48 files ...
Processing
Processing
Processed  20 of  48 files ...
Processing
Processed  30 of  48 files ...
Processing
Processed  40 of  48 files ...
Completed processing all files
          49318  S1
        2805739  SELECT
         601078  SELECTS
        5518762  SELECTED
         807146  SELECTING
        3878300  SELECTION
         437002  SELECTIONS
        3303918  CHOOSE
```

```
         1111333  CHOOSING
          440359  CHOOSES
         1850086  CHOSE
            3832  CHOSES
         2922907  CHOSEN
        13956494  CENTER
         4273341  CENTERS
         6046325  FACILITY
        10256062  FACILITIES
         1053157  HUB
          320663  HUBS
         1239041  WAREHOUSE
          457480  WAREHOUSES
         4669744  LOCATION
         3985119  LOCATIONS
          252692  ((((((((((SELECT OR SELECTS) OR SELECTED) OR
SELECTING)
                  OR SELECTION) OR SELECTIONS) OR CHOOSE) OR CHOOSING)
OR
                  CHOOSES) OR CHOSE) OR CHOSES) OR
                  CHOSEN)(3N)(((((((((CENTER OR CENTERS) OR FACILITY)
OR
                  FACILITIES) OR HUB) OR HUBS) OR WAREHOUSE) OR
WAREHOUSES)
                  OR LOCATION) OR LOCATIONS)
      S2     877  S1 AND ((SELECT OR SELECTS OR SELECTED OR SELECTING
OR
                  SELECTION OR SELECTIONS OR CHOOSE OR CHOOSING OR
CHOOSES
                  OR CHOSE OR CHOSES OR CHOSEN)(3N)(CENTER OR CENTERS
OR
                  FACILITY OR FACILITIES OR HUB OR HUBS OR WAREHOUSE OR
                  WAREHOUSES OR LOCATION OR LOCATIONS))

>>> Retrying request [1]
```

? s s1 and ((determine or determines or determined or determining or determination or determinations)(3n)(center or centers or facility or facilities or hub or hubs or warehouse or warehouses or location or locations))

Processing
Processing
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Processing

```
Processing
Processed  10 of  48 files ...
Processing
Processed  20 of  48 files ...
Processing
Processed  30 of  48 files ...
Completed processing all files
```

```
          49318  S1
        4071078  DETERMINE
         426561  DETERMINES
        4379501  DETERMINED
        1212118  DETERMINING
        1587979  DETERMINATION
         108321  DETERMINATIONS
       13956494  CENTER
        4273341  CENTERS
        6046325  FACILITY
       10256062  FACILITIES
        1053157  HUB
         320663  HUBS
        1239041  WAREHOUSE
         457480  WAREHOUSES
        4669744  LOCATION
        3985119  LOCATIONS
          97394  (((((DETERMINE OR DETERMINES) OR DETERMINED) OR
                 DETERMINING) OR DETERMINATION) OR
                 DETERMINATIONS)(3N)(((((((((CENTER OR CENTERS) OR
                 FACILITY) OR FACILITIES) OR HUB) OR HUBS) OR
WAREHOUSE)
                 OR WAREHOUSES) OR LOCATION) OR LOCATIONS)
      S3     306  S1 AND ((DETERMINE OR DETERMINES OR DETERMINED OR
                 DETERMINING OR DETERMINATION OR
                 DETERMINATIONS)(3N)(CENTER OR CENTERS OR FACILITY OR
                 FACILITIES OR HUB OR HUBS OR WAREHOUSE OR WAREHOUSES
OR
                 LOCATION OR LOCATIONS))
```

? **s s2 or s3**

```
            877  S2
            306  S3
      S4    1153  S2 OR S3
```

? **s s4 and ((storage or shipping or handling or process or processing or processes or processing)(4n)(requirement or requirements or parameter or parameters or criteria or characteristic or characteristics))**

Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processed 10 of 48 files ...
Processing
Processing

```
Processed  20 of  48 files ...
Processing
Processed  30 of  48 files ...
Completed processing all files
            1153  S4
         3639445  STORAGE
         1970438  SHIPPING
         2844699  HANDLING
        15640122  PROCESS
         6812673  PROCESSING
         4408085  PROCESSES
         6812673  PROCESSING
         1726636  REQUIREMENT
         6298051  REQUIREMENTS
          609383  PARAMETER
         1700726  PARAMETERS
         2006079  CRITERIA
          650434  CHARACTERISTIC
         2213029  CHARACTERISTICS
          424204  ((((((STORAGE OR SHIPPING) OR HANDLING) OR PROCESS)
OR
                  PROCESSING) OR PROCESSES) OR
                  PROCESSING)(4N)((((((REQUIREMENT OR REQUIREMENTS) OR
                  PARAMETER) OR PARAMETERS) OR CRITERIA) OR
CHARACTERISTIC)
                  OR CHARACTERISTICS)
      S5       74  S4 AND ((STORAGE OR SHIPPING OR HANDLING OR PROCESS
OR
                  PROCESSING OR PROCESSES OR
PROCESSING)(4N)(REQUIREMENT OR
                  REQUIREMENTS OR PARAMETER OR PARAMETERS OR CRITERIA
OR
                  CHARACTERISTIC OR CHARACTERISTICS))
```

? **rd**

```
      S6       51  RD  (unique items)
```

? **s s6 and (heat or heats or heated or heating or cool or cooling or cooled or cools or climate or humidity or warm or warmed or warming or moisture)**

Processing

```
              51  S6
         2855964  HEAT
          177928  HEATS
          605940  HEATED
         1257568  HEATING
         1772945  COOL
          760180  COOLING
          279606  COOLED
           58738  COOLS
         1933221  CLIMATE
          229013  HUMIDITY
         1703302  WARM
          147537  WARMED
          548536  WARMING
```

```
          368366  MOISTURE
      S7       9  S6 AND (HEAT OR HEATS OR HEATED OR HEATING OR COOL OR
                  COOLING OR COOLED OR COOLS OR CLIMATE OR HUMIDITY OR
WARM
                  OR WARMED OR WARMING OR MOISTURE)
```

? **t s7/3/all**

```
>>> Retrying request [1]
```

7/3/1 (Item 1 from file: 613)
DIALOG(R)File 613: PR Newswire
(c) 2009 PR Newswire Association Inc. All rights reserved.

0002501042 I797B4740129D11DC8185F45FA2AD171C **(USE FORMAT 7 FOR FULLTEXT)**
CMV Cold Storage Selects Priya(R) Warehouse Management System to Facilitate Accurate Cross Dock, Same Day Inventory Turns Arizona-based Produce 3PL's Strong Preference for a 100% Microsoft Warehouse Solution Steered Decision

PR Newswire
Monday , June 4, 2007 T13:00:00Z
Journal Code: PR **Language:** ENGLISH **Record Type:** FULLTEXT **Document Type:** NEWSWIRE
Word Count: 509

7/3/2 (Item 1 from file: 20)
DIALOG(R)File 20: Dialog Global Reporter
(c) 2009 Dialog. All rights reserved.

56480538 **(USE FORMAT 7 OR 9 FOR FULLTEXT)**
CMV Cold Storage Selects Priya(R) Warehouse Management System to Facilitate Accurate Cross Dock, Same Day Inventory Turns

PR NEWSWIRE (US)
June 04, 2007
Journal Code: WPRU **Language:** English **Record Type:** FULLTEXT
Word Count: 498

7/3/3 (Item 2 from file: 20)
DIALOG(R)File 20: Dialog Global Reporter
(c) 2009 Dialog. All rights reserved.

28813940 **(USE FORMAT 7 OR 9 FOR FULLTEXT)**
Q1 2003 Informatica Earnings Conference Call - Part 1

FAIR DISCLOSURE WIRE

April 02, 2003
Journal Code: WFDW **Language:** English **Record Type:** FULLTEXT
Word Count: 4459

Dialog eLink: USPTO Full Text Retrieval Options
7/3/4 (Item 1 from file: 15)
DIALOG(R)File 15: ABI/Inform(R)
(c) 2009 ProQuest Info&Learning. All rights reserved.

02827265 739202081
PERFORMANCE MEASUREMENT: MEASURE SELECTION BASED UPON FIRM GOALS AND INFORMATION REPORTING NEEDS

Griffis, Stanley E; Cooper, Martha; Goldsby, Thomas J; Closs, David J
Journal of Business Logistics v25n2 pp: 95-118
2004
ISSN: 0735-3766 **Journal Code:** JBL
Word Count: 6942

Dialog eLink: USPTO Full Text Retrieval Options
7/3/5 (Item 2 from file: 15)
DIALOG(R)File 15: ABI/Inform(R)
(c) 2009 ProQuest Info&Learning. All rights reserved.

00964507 96-13900
Global supply chains: Factors influencing outsourcing of logistics functions

Rao, Kant; Young, Richard R
International Journal of Physical Distribution & Logistics Management v24n6 pp: 11-19
1994
ISSN: 0960-0035 **Journal Code:** IPD
Word Count: 4947

7/3/6 (Item 1 from file: 16)
DIALOG(R)File 16: Gale Group PROMT(R)
(c) 2009 Gale/Cengage. All rights reserved.

02624937 **Supplier Number:** 43490666 **(USE FORMAT 7 FOR FULLTEXT)**

UTILIZING PUBLIC WAREHOUSES
Plants Sites & Parks , p 84
Dec , 1992

Language: English **Record Type:** Fulltext
Document Type: Magazine/Journal ; Trade
Word Count: 3069

7/3/7 (Item 1 from file: 148)
DIALOG(R)File 148: Gale Group Trade & Industry DB
(c) 2009 Gale/Cengage. All rights reserved.

0021947322 **Supplier Number:** 160927198 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Designing warehouse for efficiency: a guide to best practices: warehouses do not adhere to a molded one-size-fits all model. We unearth a comprenhensive study of the best warehousing practices, as revealed by distribution experts in the industry.(Warehousing)(Company overview)

Ramaswami, Rama
Tea & Coffee Trade Journal , 179 , 2 , 30(8)
Feb , 2007
Document Type: Company overview
ISSN: 0040-0343
Language: English
Record Type: Fulltext
Word Count: 3374 **Line Count:** 00277

7/3/8 (Item 2 from file: 148)
DIALOG(R)File 148: Gale Group Trade & Industry DB
(c) 2009 Gale/Cengage. All rights reserved.

16582405 **Supplier Number:** 111935328 (USE FORMAT 7 OR 9 FOR FULL TEXT)
2004 logistics, transportation & 3PL service directory.

Chemical Week , 165 , 46 , 19(4)
Dec 24 , 2003
ISSN: 0009-272X
Language: English
Record Type: Fulltext
Word Count: 2175 **Line Count:** 00216

7/3/9 (Item 3 from file: 148)
DIALOG(R)File 148: Gale Group Trade & Industry DB
(c) 2009 Gale/Cengage. All rights reserved.

10429037 **Supplier Number:** 21040811 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Turning two great ideas for improved productivity into bottom line realities. (includes company profiles and related case study)(advertising supplement)(A Tale of Two Systems: The Final Chapter)

Modern Materials Handling , v53 , n9 , pW3(20)
August , 1998
ISSN: 0026-8038
Language: English
Record Type: Fulltext; Abstract
Word Count: 12062 **Line Count:** 01007

? **t s7/k/3,5,9**

7/K/3 (Item 2 from file: 20)
DIALOG(R)File 20: Dialog Global Reporter
(c) 2009 Dialog. All rights reserved.

(USE FORMAT 7 OR 9 FOR FULLTEXT)

...to increase.
One good example of a pioneering analytics win is GIST, a Division of
British (inaudible) in the U.K. GIST manages and operates **third party logistics** and supply chain solutions for customers worldwide, handling more than $4.5b pounds sterling worth of merchandise
and consumer goods for large retailers like (Market...system with the recently announced joint development effort with webMethods. The business
activity platform product is a direct result of the convergence of data
integration, **process** integration, and business intelligence **requirements** for many customers. Increasingly we're seeing requirements from customers wanting full interoperability throughout their
analytics and app integration technologies resulting in RFPs for a...

...USA.
Another illustrative win of our products was with Sanofi-Synthelabo,
a leading pharmaceuticals company who selected Informatica to build a sales and marketing data **warehouse**. They **chose** Informatica based on our market leadership in data integration, the strongest technology, and overall product architecture benefit and productivity that
they get from that.
Our...we continued to exercise tight performance management, and have
been cautious about rehiring until we see greater stability in the macro
economic and geo political **climate**.
With higher gross margins and continued tight expense management we

were able to increase our operating profit and generated a GAAP operating
profit of $539...

7/K/5 (Item 2 from file: 15)
DIALOG(R)File 15: ABI/Inform(R)
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Text:
...Today many internationally focused logistics service providers, including freight forwarders, customhouse brokers, ocean and air carriers,
as well as logistics management companies, characterize themselves as **third-party logistics** providers capable of offering
bundled services for the movement of international freight. The degree to
which such offerings may be employed by major importing and...

...lanes. Third, the study focused on the ocean and surface modes; air freight was not addressed.

Background

The use of single sourcing and outsourcing to **third-party logistics** firms, or contract logistics as some prefer, is a noteworthy phenomenon even domestically in the US. Lieb's[2] survey indicated that about one-third of large manufacturing companies in the US
use **third-party logistics** services and over 60 per
cent of these firms have utilized these services for more than five years.
The three most widely outsourced services were...

...garnered some support in the present study.
Murphy et al.'s[4] study confirmed that nearly all large multinational companies tend to make use of **third-party logistics**
providers, although no mention was made of the services being utilized. Traditionally, certain documentation (e.g. customs clearance or duty drawback) and less-than-containerload...

...of services in the logistics market is confirmed also by many recent trends. Several major truckload and less-than-truckload (LTL) companies have entered the **third party logistics** arena,
specifically designing and managing integrated logistics systems through
either formation of new subsidiaries, strategic partnering or acquisition.
Several truckload companies have formed intermodal partnerships asked to
state whether they, their trading partner, or a **third-party logistics** provider typically performed 13 different tasks ranging from carrier rate negotiation and carrier performance evaluation to more

transaction-oriented activities such as warehousing, inventory management
...demand and that the failure to do so results in a loss of good will which is an insurmountable cost. The predominant view was that **handling requirements** can be built into the service designs and that service providers can fulfil these expectations. Continuous monitoring and measurement of performance become important considerations
and...of the world where the transportation and telecommunication infrastructure are less well developed will obviously increase the management difficulty, driving some firms to outsource selected **logistics** functions to **third-party** service providers.

The nature of the traffic dispersion in the network is also important to
note. One way to capture this aspect is by examining...cost/service factors.

Product Complexity

This driver refers to the special circumstances required by products and
materials due to the complexity of the environment (temperature, **humidity**, etc.) governing their transportation, storage and handling. Hazardous materials, goods with short shelf lives or that are susceptible to damage, and other physical properties make...

...continuing challenge for logistics executives. This research will have
hopefully provided some clarifications on this topic.

Table II.

Classification of International Logistics Functions

PLANNING FUNCTIONS

Location selection
Supplier **selection**

Supplier contracting

Scheduling

EQUIPMENT FUNCTIONS

Selection

Allocation

Sequencing

Positioning Inventory control

Ordering

Repair

TERMINAL FUNCTIONS

Gate checks
Location control

HANDLING FUNCTIONS

Pick-up

Consolidation

Distribution...

...several vendors. Outsourcing is the term used when the activities were
previously handled within the shipper's logistics organization.

2. Lieb, R., "The Use of **Third-party Logistics**
Services by Large American Manufacturers", Journal of Business Logistics,
Vol. 13 No. 2, 1992, pp. 29-42.

3. Crum, M., Allen, B. and Ross, T...

7/K/9 (Item 3 from file: 148)
DIALOG(R)File 148: Gale Group Trade & Industry DB
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...the rest of the project team evaluated the warehouse and its needs. They
considered the flow of materials and how it could be improved, special
handling requirements, information system interfaces, and
functional requirements that a WMS would have to satisfy. Details from
value-added order processing zones to customer specified labeling
requirements...attracted his boss' attention at the financial meeting.

Meanwhile, Delacroix revisited and fine-tuned process flow and layouts. Considerable time was also spent on determining **storage**, **handling**, and staffing **requirements** by Paul Scott and Bill Williams from the warehouse staff.

During the initial assessment of operations, Delacroix, Scott, and
Williams had collected average and peak...Albee and the others discovered,
eliminating Synaptic was the easy part of the process. Baseline
functionality for the two finalists was comparable and value-added
processing requirements appeared to be well understood. Both
training plans were well conceived and pricing was within ABC's budget.

Renegade's strength lay in its depth...were passed out to team members, people in the warehouse, other affected departments, and top executives, the project was publicly launched.

The CRP process triggered **heated** discussion between" Nirvana

and WMS Solutions people over functionality in some areas. Discussions were
especially lively when it came to specifics on how to handle special
customer labeling **requirements** and value-added **processing**
areas. Fortunately, WMS Solutions' Baum and Nirvana's Shane collaborated
well on keeping the team focused and dispassionate.

In the end, Nirvana accepted WMS' baseline...Solutions' detailed design document.

Even though comprehensive, the document seemed to generate considerable discussion about the operator interface for creating new customer-specific, value-added **processing requirements**. The team also addressed the nature, content, and frequency of host system uploads and downloads as well as preliminary rules for inventory slotting
and redeployment...and Australia. TRW's LES customers extend into industries including automotive, apparel, food, food service, publishing,
semiconductor manufacturing, consumer packaged goods, pharmaceuticals and
medical, electronics, **third-party logistics**, grocery,
semi-conductor manufacturing and other retail and wholesale distribution
environments.

The MARC suite of products includes: MARC-CS (Configured Solution),
MARC-ES (Engineered Solution...the ability to run a 24-hour operation. In
addition, they were looking for improved accuracy, reduced cycle times and
better inventory tracking control. MicroAge **chose** the Catalyst **Warehouse** Management System (WMS) software package to attain these goals for their 300,000 square foot Cincinnati distribution center.

Soon after installing the Catalyst WMS, MicroAge...

? **s third(w)party(w)(fulfillment or fulfillments)**

Processing
Processing
Processing
Processing
Processing
Processed 10 of 48 files ...
Processed 30 of 48 files ...
Processing
Completed processing all files
```
        17884164  THIRD
        11954505  PARTY
          447301  FULFILLMENT
            1097  FULFILLMENTS
      S8    2240  THIRD(W)PARTY(W)(FULFILLMENT OR FULFILLMENTS)
```

? s s8 and ((select or selects or selected or selecting or selection or selections or choose or choosing or chooses or chose or choses or chosen)(3n)(center or centers or facility or facilities or hub or hubs or warehouse or warehouses or location or locations))

Processing
Processing
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Processing

```
Processing
Processed  10 of  48 files ...
Processing
Processing
Processed  20 of  48 files ...
Processing
Processed  30 of  48 files ...
Processing
Processed  40 of  48 files ...
Completed processing all files
           2240  S8
         2805739  SELECT
          601078  SELECTS
         5518762  SELECTED
          807146  SELECTING
         3878300  SELECTION
          437002  SELECTIONS
         3303918  CHOOSE
         1111333  CHOOSING
          440359  CHOOSES
         1850086  CHOSE
            3832  CHOSES
         2922907  CHOSEN
        13956494  CENTER
         4273341  CENTERS
         6046325  FACILITY
        10256062  FACILITIES
         1053157  HUB
          320663  HUBS
         1239041  WAREHOUSE
          457480  WAREHOUSES
         4669744  LOCATION
         3985119  LOCATIONS
          252692  ((((((((((SELECT OR SELECTS) OR SELECTED) OR
SELECTING)
                  OR SELECTION) OR SELECTIONS) OR CHOOSE) OR CHOOSING)
OR
```

```
                  CHOOSES) OR CHOSE) OR CHOSES) OR
                  CHOSEN)(3N)(((((((((CENTER OR CENTERS) OR FACILITY)
OR
                  FACILITIES) OR HUB) OR HUBS) OR WAREHOUSE) OR
WAREHOUSES)
                  OR LOCATION) OR LOCATIONS)
      S9      25  S8 AND ((SELECT OR SELECTS OR SELECTED OR SELECTING
OR
                  SELECTION OR SELECTIONS OR CHOOSE OR CHOOSING OR
CHOOSES
                  OR CHOSE OR CHOSES OR CHOSEN)(3N)(CENTER OR CENTERS
OR
                  FACILITY OR FACILITIES OR HUB OR HUBS OR WAREHOUSE OR
                  WAREHOUSES OR LOCATION OR LOCATIONS))
```

? s s8 and ((determine or determines or determined or determining or determination or determinations)(3n)(center or centers or facility or facilities or hub or hubs or warehouse or warehouses or location or locations))

Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing

```
Processing
Processed  10 of  48 files ...
Processing
Processed  20 of  48 files ...
Processing
Processed  30 of  48 files ...
Processing
Completed processing all files
           2240  S8
        4071078  DETERMINE
         426561  DETERMINES
        4379501  DETERMINED
        1212118  DETERMINING
        1587979  DETERMINATION
         108321  DETERMINATIONS
       13956494  CENTER
        4273341  CENTERS
        6046325  FACILITY
       10256062  FACILITIES
        1053157  HUB
         320663  HUBS
        1239041  WAREHOUSE
         457480  WAREHOUSES
        4669744  LOCATION
        3985119  LOCATIONS
          97394  (((((DETERMINE OR DETERMINES) OR DETERMINED) OR
                 DETERMINING) OR DETERMINATION) OR
```

```
                  DETERMINATIONS)(3N)(((((((((CENTER OR CENTERS) OR
                  FACILITY) OR FACILITIES) OR HUB) OR HUBS) OR
WAREHOUSE)
                  OR WAREHOUSES) OR LOCATION) OR LOCATIONS)
     S10       6  S8 AND ((DETERMINE OR DETERMINES OR DETERMINED OR
                  DETERMINING OR DETERMINATION OR
                  DETERMINATIONS)(3N)(CENTER OR CENTERS OR FACILITY OR
                  FACILITIES OR HUB OR HUBS OR WAREHOUSE OR WAREHOUSES
OR
                  LOCATION OR LOCATIONS))

>>> Retrying request [1]
```
? ds

```
Set     Items   Description
S1      49318   (THIRD(W)PARTY)(3N)(LOGISTICS OR FULFILLMENT OR
FULFILLMEN-
             TS)
S2        877   S1 AND ((SELECT OR SELECTS OR SELECTED OR SELECTING OR
SEL-
             ECTION OR SELECTIONS OR CHOOSE OR CHOOSING OR CHOOSES OR
CHOSE
              OR CHOSES OR CHOSEN)(3N)(CENTER OR CENTERS OR FACILITY OR
FA-
             CILITIES OR HUB OR HUBS OR WAREHOUSE OR WAREHOUSES OR
LOCATION
              OR LOCATIONS))
S3        306   S1 AND ((DETERMINE OR DETERMINES OR DETERMINED OR
DETERMIN-
             ING OR DETERMINATION OR DETERMINATIONS)(3N)(CENTER OR
CENTERS
             OR FACILITY OR FACILITIES OR HUB OR HUBS OR WAREHOUSE OR
WARE-
             HOUSES OR LOCATION OR LOCATIONS))
S4       1153   S2 OR S3
S5         74   S4 AND ((STORAGE OR SHIPPING OR HANDLING OR PROCESS OR
PRO-
             CESSING OR PROCESSES OR PROCESSING)(4N)(REQUIREMENT OR
REQUIR-
             EMENTS OR PARAMETER OR PARAMETERS OR CRITERIA OR
CHARACTERIST-
             IC OR CHARACTERISTICS))
S6         51   RD  (unique items)
S7          9   S6 AND (HEAT OR HEATS OR HEATED OR HEATING OR COOL OR
COOL-
             ING OR COOLED OR COOLS OR CLIMATE OR HUMIDITY OR WARM OR
WARM-
             ED OR WARMING OR MOISTURE)
S8       2240   THIRD(W)PARTY(W)(FULFILLMENT OR FULFILLMENTS)
S9         25   S8 AND ((SELECT OR SELECTS OR SELECTED OR SELECTING OR
SEL-
             ECTION OR SELECTIONS OR CHOOSE OR CHOOSING OR CHOOSES OR
CHOSE
              OR CHOSES OR CHOSEN)(3N)(CENTER OR CENTERS OR FACILITY OR
FA-
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             CILITIES OR HUB OR HUBS OR WAREHOUSE OR WAREHOUSES OR
LOCATION
              OR LOCATIONS))
S10          6   S8 AND ((DETERMINE OR DETERMINES OR DETERMINED OR
DETERMIN-
             ING OR DETERMINATION OR DETERMINATIONS)(3N)(CENTER OR
CENTERS
             OR FACILITY OR FACILITIES OR HUB OR HUBS OR WAREHOUSE OR
WARE-
             HOUSES OR LOCATION OR LOCATIONS))
```

? **s s9 or s10**

```
              25  S9
               6  S10
     S11      29  S9 OR S10
```

? **rd**

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     S12      16  RD  (unique items)
```

? **t s12/3/all**

12/3/1 (Item 1 from file: 610)
DIALOG(R)File 610: Business Wire
(c) 2009 Business Wire. All rights reserved.

0002177581 I86DFE4A05A7F11DE95E9FBCAEA7618AD **(USE FORMAT 7 FOR FULLTEXT)**
Pointsmith L.P. Selects Cadre Technologies' Cadence Warehouse Management Software

Business Wire
Tuesday , June 16, 2009 T14:06:00Z
Journal Code: BW **Language:** ENGLISH **Record Type:** FULLTEXT **Document Type:** NEWSWIRE
Word Count: 365

12/3/2 (Item 2 from file: 610)
DIALOG(R)File 610: Business Wire
(c) 2009 Business Wire. All rights reserved.

0002056090 IA447C820C04F11DDA9AEC8E9944C2A92 **(USE FORMAT 7 FOR FULLTEXT)**
Leading 3PL Provider, Materialogic, Selects RedPrairie Warehouse Management (WMS) to Direct 340,000 Square Foot Warehouse Operation

Business Wire
Tuesday , December 2, 2008 T13:30:00Z

Journal Code: BW **Language:** ENGLISH **Record Type:** FULLTEXT **Document Type:** NEWSWIRE
Word Count: 616

12/3/3 (Item 1 from file: 20)
DIALOG(R)File 20: Dialog Global Reporter
(c) 2009 Dialog. All rights reserved.

52574167 **(USE FORMAT 7 OR 9 FOR FULLTEXT)**
Q3 2006 Digital River, Inc. Earnings Conference Call - Part 1

FAIR DISCLOSURE WIRE
October 02, 2006
Journal Code: WFDW **Language:** English **Record Type:** FULLTEXT
Word Count: 4470

12/3/4 (Item 2 from file: 20)
DIALOG(R)File 20: Dialog Global Reporter
(c) 2009 Dialog. All rights reserved.

52574165 **(USE FORMAT 7 OR 9 FOR FULLTEXT)**
Event Brief of Q3 2006 Digital River, Inc. Earnings Conference Call - Part 1

FAIR DISCLOSURE WIRE
October 02, 2006
Journal Code: WFDW **Language:** English **Record Type:** FULLTEXT
Word Count: 4292

Dialog eLink: USPTO Full Text Retrieval Options
12/3/5 (Item 1 from file: 15)
DIALOG(R)File 15: ABI/Inform(R)
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04906021 1606485681
RedPrairie Warehouse Management (WMS) selected to direct 340,000 square foot, multi-part warehouse operation for Materialogic

Anonymous
Traffic World pp: n/a
Dec 2, 2008
ISSN: 0041-073X **Journal Code:** TRW
Word Count: 477

Dialog eLink: USPTO Full Text Retrieval Options
12/3/6 (Item 2 from file: 15)
DIALOG(R)File 15: ABI/Inform(R)
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02386802 128428331
The rise of the 3PW

Dragan, Chris
Transportation & Distribution v43n6 pp: 61-64
Jun 2002
ISSN: 0895-8548 **Journal Code:** HLS
Word Count: 631

Dialog eLink: USPTO Full Text Retrieval Options
12/3/7 (Item 3 from file: 15)
DIALOG(R)File 15: ABI/Inform(R)
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02331702 110501892
One warehouse or two?

Barry, Curt
Catalog Age v19n3 pp: 47-49
Mar 1, 2002
ISSN: 0740-3119 **Journal Code:** CTA
Word Count: 1973

Dialog eLink: USPTO Full Text Retrieval Options
12/3/8 (Item 4 from file: 15)
DIALOG(R)File 15: ABI/Inform(R)
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02169948 73202284
Don't forget bricks and mortar

Aichlmayr, Mary
Transportation & Distribution v42n5 pp: 73-76
May 2001
ISSN: 0895-8548 **Journal Code:** HLS
Word Count: 1683

Dialog eLink: USPTO Full Text Retrieval Options
12/3/9 (Item 5 from file: 15)
DIALOG(R)File 15: ABI/Inform(R)
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01417917 00-68904
Electronic retailing is more than a Web site

Ward, Jason; Warshawsky, Steven
Chain Store Age v73n5 pp: 64-68
May 1997
ISSN: 1087-0601 **Journal Code:** CSA
Word Count: 2332

Dialog eLink: USPTO Full Text Retrieval Options
12/3/10 (Item 6 from file: 15)
DIALOG(R)File 15: ABI/Inform(R)
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00571050 91-45401
The New Frontier (Part 5)

Smith, Janet A.
Direct Marketing v54n5 pp: 36-38
Sep 1991
ISSN: 0012-3188 **Journal Code:** DIM
Word Count: 2926

12/3/11 (Item 1 from file: 16)
DIALOG(R)File 16: Gale Group PROMT(R)
(c) 2009 Gale/Cengage. All rights reserved.

09996447 **Supplier Number:** 87855946 **(USE FORMAT 7 FOR FULLTEXT)**

The rise of the 3PW: firms are more likely to outsource warehousing today more than ever. (logistics).(Brief Article)
Dragan, Chris
Transportation & Distribution , v 43 , n 6 , p 61(3)
June , 2002
Language: English **Record Type:** Fulltext
Article Type: Brief Article
Document Type: Magazine/Journal ; Trade
Word Count: 668

12/3/12 (Item 2 from file: 16)
DIALOG(R)File 16: Gale Group PROMT(R)
(c) 2009 Gale/Cengage. All rights reserved.

08782283 **Supplier Number:** 76167464 **(USE FORMAT 7 FOR FULLTEXT)**

The power behind the pony.(ValueVision International Inc.'s online work for Ralph Lauren Media)
Maloney, David
Modern Materials Handling , v 56 , n 7 , p 30
June , 2001
Language: English **Record Type:** Fulltext
Document Type: Magazine/Journal ; Trade
Word Count: 2184

12/3/13 (Item 1 from file: 148)
DIALOG(R)File 148: Gale Group Trade & Industry DB
(c) 2009 Gale/Cengage. All rights reserved.

0021631079 **Supplier Number:** 156581967 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Honoring excellence: improving businesses improve Indiana. Winners of the BKD Indiana Excellence Awards for 2006.(TASUS Corp.)

Indiana Business Magazine , 50 , 12 , 12(12)
Dec , 2006
ISSN: 1060-4154
Language: English
Record Type: Fulltext
Word Count: 3678 **Line Count:** 00306

12/3/14 (Item 2 from file: 148)
DIALOG(R)File 148: Gale Group Trade & Industry DB
(c) 2009 Gale/Cengage. All rights reserved.

09834316 **Supplier Number:** 19379177 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Electronic retailing is more than a Web site; product fulfillment requires a logistics infrastructure that meets or exceeds customer expectations.

Ward, Jason
Chain Store Age Executive with Shopping Center Age , v73 , n5 , p64(4)
May , 1997
ISSN: 0193-1199
Language: English
Record Type: Fulltext; Abstract

Word Count: 2503 **Line Count:** 00230

12/3/15 (Item 3 from file: 148)
DIALOG(R)File 148: Gale Group Trade & Industry DB
(c) 2009 Gale/Cengage. All rights reserved.

05578908 **Supplier Number:** 11398974 (USE FORMAT 7 OR 9 FOR FULL TEXT)
The new frontier. (use of new technologies in marketing) (includes related articles) (part 5)

Smith, Janet A.
Direct Marketing , v54 , n5 , p36(3)
Sept , 1991
ISSN: 0012-3188
Language: ENGLISH
Record Type: FULLTEXT; ABSTRACT
Word Count: 3279 **Line Count:** 00274

12/3/16 (Item 1 from file: 635)
DIALOG(R)File 635: Business Dateline(R)
(c) 2009 ProQuest Info&Learning. All rights reserved.

2795555 1178444861
Honoring Excellence

Anonymous
Indiana Business Magazine v50n12 p 12
Dec 1, 2006
Word Count: 2,779
Dateline: Indianapolis Indiana

? **t s12/k/6,8,9,11,14**

12/K/6 (Item 2 from file: 15)
DIALOG(R)File 15: ABI/Inform(R)
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Text:
logistics

Firms are more likely to outsource warehousing today more than ever.

In recent times, increasing numbers of third-party logistics providers (3PLs) and **third-party fulfillment** companies (3PFs)

have affected logistics. Could the third-party warehousing (3PW) firms be
on the way?

In the 1970s, most firms did their own warehousing...

...Several companies that handle their own warehousing do it inefficiently,
and they are learning that moving product can be more important than selling.

Some retailers **choose** to **warehouse** core goods and outsource
non-core goods. For example, a supermarket may warehouse its own food products but outsource warehousing of store equipment, such as...

12/K/8 (Item 4 from file: 15)
DIALOG(R)File 15: ABI/Inform(R)
(c) 2009 ProQuest Info&Learning. All rights reserved.

Text:
SITE **SELECTION** STARTS WITH **CHOOSING LOCATION**, BUT IT
DOESN'T END THERE.

Access to highways. Employee base. Standard of living. Taxes. Incentives.
These are major factors involved in site location decisions...

...AMB-owned parcel closer to Hartsfield's freight-- handling hub.

United Stationers Supply Co. is a wholesaler of office supplies and business products. Its offshoot **third-party**
fulfillment company-The Order People-leases distribution facilities from Dermody Properties. Bill Stark, vice president of engineering at United Stationers, says leasing gives his company more...

12/K/9 (Item 5 from file: 15)
DIALOG(R)File 15: ABI/Inform(R)
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Text:
...include creating and/or utilizing:

* Fulfillment operations in stores

* Fulfillment operations in existing distribution centers

* New dedicated fulfillment centers owned and operated by the retailer

* **Third-party fulfillment** companies

* Vendor-direct shipment As is always the case, each approach has advantages and disadvantages. Each makes tradeoffs between inventory costs
and transportation costs.

IN...

...of shipments and historical tracking of consumer purchases, while requiring new credit card payment systems and new accounting requirements
for freight.

Geographic locations of distribution **centers** are usually **chosen** for efficient handling of existing stores. However, the consumerdirect market is fluid with everchanging destinations.

The logistics network must optimize ...few years for some merchandise and
customer segments, but retailers have not yet generated the volume required
to justify dedicated fulfillment centers for electronic retailing.

THIRD-PARTY FULFILLMENT COMPANIES

The use of **third-party fulfillment** companies is one of the more popular fulfillment strategies for retailers without catalog operations. It basically allows leasing of skills and facilities instead
owning them...

...electronic retailers and catalog operations. Relco Corp.'s Contract Distribution Services also operates 14 of its own fulfillment centers for a
wide range of retailers.

Third-party fulfillment companies provide a much more robust capability than in-store fulfillment, minimize operational impact,
and make much of fulfillment a variable cost which can be...

...of its on-line products as a way to quickly increase its offerings without increasing its investment in inventory.
(Photograph Omitted)

Captioned as: Using a **third-party fulfillment** company, such as Peapod, reduces warehouse costs.

Some catalog and on-line retailers such as Insight Direct and Shoppers Advantage ship a portion of their...

...vendor does not keep and use the consumers' names and addresses.

One variation on the vendordirect strategy is where the vendor actually contracts with a **third-party fulfillment** company to

provide these services. While this is often transparent to the retailer, it
allows the vendor to be responsive to the new demands of...

...to provide this service in a reliable manner.

3. As volumes build, the highly manual store and warehouse pick/pack operations are transferred to a **third-party fulfillment** company. This lowers variable costs and reduces complexity without requiring a large investment.

4. As the business matures, new retailer-owned fulfillment centers are built...

12/K/11 (Item 1 from file: 16)
DIALOG(R)File 16: Gale Group PROMT(R)
(c) 2009 Gale/Cengage. All rights reserved.

Supplier Number: (USE FORMAT 7 FOR FULLTEXT)

Text:

In recent times, increasing numbers of third-party logistics providers (3PLs) and: **third-party fulfillment** companies (3PFs) have affected logistics. Could the third-party warehousing
(3PW) firms be on the way?
...Several companies that handle their own warehousing do it inefficiently,
and they are learning that moving product can be more important than selling.
Some retailers **choose** to **warehouse** core goods and outsource non-core goods. For example, a supermarket may warehouse its own
food products but outsource warehousing of store equipment, such as...

12/K/14 (Item 2 from file: 148)
DIALOG(R)File 148: Gale Group Trade & Industry DB
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Abstract: ...found that the logistics of product fulfillment pose one of the most troublesome challenges in this new channel. Retailer solutions have included using existing stores, **third-party fulfillment** companies, and direct shipments from vendors. Companies with existing catalog operations are in a good position to ship directly from

their warehouses.

Abstract:

...include creating and/or utilizing:
* Fulfillment operations in stores
* Fulfillment operations in existing distribution centers
* New dedicated fulfillment centers owned and operated by the retailer
* **Third-party fulfillment** companies
* Vendor-direct shipment

As is always the case, each approach has advantages and disadvantages. Each makes tradeoffs between inventory costs and transportation costs.

IN...

...of shipments and historical tracking of consumer purchases, while requiring new credit card payment systems and new accounting requirements for freight.

Geographic locations of distribution **centers** are usually **chosen** for efficient handling of existing stores. However, the consumerdirect market is fluid with everchanging destinations.

The logistics network must optimize the transportation network directly to...few years for some merchandise and customer segments, but retailers have not yet generated the volume required to justify dedicated fulfillment centers for electronic retailing.

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...vendor does not keep and use the consumers' names and addresses.

One variation on the vendordirect strategy is where the vendor actually contracts with a **third-party fulfillment** company to provide these services. While this is often transparent to the retailer, it allows the vendor to be responsive to the new demands of...to provide this service in a reliable manner.

3. As volumes build, the highly manual store and warehouse pick/pack operations are transferred to a **third-party fulfillment** company. This lowers variable costs and reduces complexity without requiring a large investment.

4. As the business matures, new retailer-owned fulfillment centers

are built...

...Low Medium

Difficulty of Start-up	Low	Medium
Ability to Enforce Standards	High	High
Ongoing Cost	High	Medium
Information Systems Costs	Medium	High
	New Dedicated **Fulfillment** Centers	**Third-Party** Fulfillment Companies
Start-up Cost	High	Low
Difficulty of Start-up	High	Low
Ability to Enforce Standards	High	Medium
Ongoing Cost Information...	Low	Medium

? **ds**

```
Set     Items   Description
S1      49318   (THIRD(W)PARTY)(3N)(LOGISTICS OR FULFILLMENT OR
FULFILLMEN-
             TS)
S2        877   S1 AND ((SELECT OR SELECTS OR SELECTED OR SELECTING OR
SEL-
             ECTION OR SELECTIONS OR CHOOSE OR CHOOSING OR CHOOSES OR
CHOSE
              OR CHOSES OR CHOSEN)(3N)(CENTER OR CENTERS OR FACILITY OR
FA-
             CILITIES OR HUB OR HUBS OR WAREHOUSE OR WAREHOUSES OR
LOCATION
              OR LOCATIONS))
S3        306   S1 AND ((DETERMINE OR DETERMINES OR DETERMINED OR
DETERMIN-
             ING OR DETERMINATION OR DETERMINATIONS)(3N)(CENTER OR
CENTERS
             OR FACILITY OR FACILITIES OR HUB OR HUBS OR WAREHOUSE OR
WARE-
             HOUSES OR LOCATION OR LOCATIONS))
S4       1153   S2 OR S3
S5         74   S4 AND ((STORAGE OR SHIPPING OR HANDLING OR PROCESS OR
PRO-
             CESSING OR PROCESSES OR PROCESSING)(4N)(REQUIREMENT OR
REQUIR-
             EMENTS OR PARAMETER OR PARAMETERS OR CRITERIA OR
CHARACTERIST-
             IC OR CHARACTERISTICS))
S6         51   RD  (unique items)
S7          9   S6 AND (HEAT OR HEATS OR HEATED OR HEATING OR COOL OR
COOL-
```

```
             ING OR COOLED OR COOLS OR CLIMATE OR HUMIDITY OR WARM OR
WARM-
             ED OR WARMING OR MOISTURE)
S8       2240   THIRD(W)PARTY(W)(FULFILLMENT OR FULFILLMENTS)
S9         25   S8 AND ((SELECT OR SELECTS OR SELECTED OR SELECTING OR
SEL-
             ECTION OR SELECTIONS OR CHOOSE OR CHOOSING OR CHOOSES OR
CHOSE
              OR CHOSES OR CHOSEN)(3N)(CENTER OR CENTERS OR FACILITY OR
FA-
             CILITIES OR HUB OR HUBS OR WAREHOUSE OR WAREHOUSES OR
LOCATION
              OR LOCATIONS))
S10         6   S8 AND ((DETERMINE OR DETERMINES OR DETERMINED OR
DETERMIN-
             ING OR DETERMINATION OR DETERMINATIONS)(3N)(CENTER OR
CENTERS
             OR FACILITY OR FACILITIES OR HUB OR HUBS OR WAREHOUSE OR
WARE-
             HOUSES OR LOCATION OR LOCATIONS))
S11        29   S9 OR S10
S12        16   RD  (unique items)
```

? s s12 and ((storage or store or stored or stores or special or specific or shipping or handling or process or processing or processes or processing)(4n)(requirement or requirements or parameter or parameters or criteria or characteristic or characteristics))

Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processed 10 of 48 files ...
Processing
Processing
Processed 20 of 48 files ...
Processing
Processing
Processed 30 of 48 files ...

```
Processing
Completed processing all files
              16  S12
         3639445  STORAGE
         6377429  STORE
         1061672  STORED
         6802225  STORES
        12147356  SPECIAL
         7930142  SPECIFIC
         1970438  SHIPPING
         2844699  HANDLING
        15640122  PROCESS
         6812673  PROCESSING
         4408085  PROCESSES
         6812673  PROCESSING
         1726636  REQUIREMENT
         6298051  REQUIREMENTS
          609383  PARAMETER
         1700726  PARAMETERS
         2006079  CRITERIA
          650434  CHARACTERISTIC
         2213029  CHARACTERISTICS
          787712  ((((((((((STORAGE OR STORE) OR STORED) OR STORES) OR
                  SPECIAL) OR SPECIFIC) OR SHIPPING) OR HANDLING) OR
                  PROCESS) OR PROCESSING) OR PROCESSES) OR
                  PROCESSING)(4N)((((((REQUIREMENT OR REQUIREMENTS) OR
                  PARAMETER) OR PARAMETERS) OR CRITERIA) OR
CHARACTERISTIC)
                  OR CHARACTERISTICS)
     S13       0  S12 AND ((STORAGE OR STORE OR STORED OR STORES OR
SPECIAL
                  OR SPECIFIC OR SHIPPING OR HANDLING OR PROCESS OR
                  PROCESSING OR PROCESSES OR
PROCESSING)(4N)(REQUIREMENT OR
                  REQUIREMENTS OR PARAMETER OR PARAMETERS OR CRITERIA
OR
                  CHARACTERISTIC OR CHARACTERISTICS))
```

? s s12 and ((storage or store or stored or stores or special or specific or shipping or handling or process or processing or processes or processing or requirement or requirements or parameter or parameters or criteria or characteristic or characteristics))

Processing

```
              16  S12
         3639445  STORAGE
         6377429  STORE
         1061672  STORED
         6802225  STORES
        12147356  SPECIAL
         7930142  SPECIFIC
         1970438  SHIPPING
         2844699  HANDLING
        15640122  PROCESS
         6812673  PROCESSING
         4408085  PROCESSES
```

```
         6812673  PROCESSING
         1726636  REQUIREMENT
         6298051  REQUIREMENTS
          609383  PARAMETER
         1700726  PARAMETERS
         2006079  CRITERIA
          650434  CHARACTERISTIC
         2213029  CHARACTERISTICS
     S14      16  S12 AND ((STORAGE OR STORE OR STORED OR STORES OR
SPECIAL
                  OR SPECIFIC OR SHIPPING OR HANDLING OR PROCESS OR
                  PROCESSING OR PROCESSES OR PROCESSING OR REQUIREMENT
OR
                  REQUIREMENTS OR PARAMETER OR PARAMETERS OR CRITERIA
OR
                  CHARACTERISTIC OR CHARACTERISTICS))
```

? **t s14/k/6,8,9,11,14**

14/K/6 (Item 2 from file: 15)
DIALOG(R)File 15: ABI/Inform(R)
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Text:

logistics

Firms are more likely to outsource warehousing today more than ever.

In recent times, increasing numbers of third-party logistics providers (3PLs) and **third-party fulfillment** companies (3PFs) have affected logistics. Could the third-party warehousing (3PW) firms be on the way?

In the 1970s, most firms did their own warehousing...

...Outsourced warehousing gives flexibility to move a warehouse without internal human resource or real estate issues," says Robert Silverman of Gross & Associates, consultants in material **handling** logistics. "It's easier to close or relocate an outsourced warehouse."

Another reason for increased warehouse outsourcing is better services and more choices. "There's...

...Several companies that handle their own warehousing do it inefficiently, and they are learning that moving product can be more important than selling.

Some retailers **choose** to **warehouse** core goods and outsource non-core goods. For example, a supermarket may warehouse its own food products but outsource warehousing of **store** equipment, such as point-of-sale machines.

"Today, warehousing logistics is a central piece of a business and its supply chain. It's a center...

...worth exploring. T&D

Chris Dragan is deployment center supervisor for PayPoint Electronic Payment Systems, a third-party provider of trouble-- shooting, replacement,
warehousing, and **shipping** services for retail point-of-sale equipment, in Baldwin Park, CA. Reach Dragan at dragace@bp.com.

14/K/8 (Item 4 from file: 15)
DIALOG(R)File 15: ABI/Inform(R)
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Text:
SITE **SELECTION** STARTS WITH **CHOOSING LOCATION**, BUT IT DOESN'T END THERE.

Access to highways. Employee base. Standard of living. Taxes. Incentives.
These are major factors involved in site location decisions...

...development alliance partners, built Emery a custom 80,000-sq ft, high-throughput distribution facility on an AMB-owned parcel closer to Hartsfield's freight-- **handling** hub.

United Stationers Supply Co. is a wholesaler of office supplies and business products. Its offshoot **third-party fulfillment** company-The Order People-leases distribution facilities from Dermody Properties. Bill Stark, vice president of engineering at United Stationers, says leasing gives his company more...is to lease a building in addition to the one already owned.

Month-to-month leases are particularly useful if seasonality requires expansion only at **specific** times. That way, companies only lease what they need.
CORE COMPETENCIES

In addition to providing flexibility, leasing also allows businesses to focus on aspects other...

14/K/9 (Item 5 from file: 15)
DIALOG(R)File 15: ABI/Inform(R)
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Text:
...complete business model-marketing, merchandising, product selection,

pricing, vendor relations, technical management and fulfillment-must be reevaluated. Each of these areas most likely needs new **processes**, skills and approaches.

Product fulfillment is a particularly troublesome area. The design of a logistics infrastructure to meet or exceed customer expectations is critical to...

...or CDNow have the luxury of defining their logistical infrastructure specifically for the particular product being offered through electronic
retailing, most existing distribution systems for **store**-based retailers are designed to ship a wide variety of products in bulk quantities to tens, hundreds, or, for the largest retailers, thousands of
stores.

Retailers are finding that adapting their existing infrastructure to ship
small quantities to millions of consumers can be time-consuming, complex
and expensive.

Store-based retailers are currently testing several fulfillment strategies, often in combinations. These include creating and/or utilizing:

* Fulfillment operations in **stores**

* Fulfillment operations in existing distribution centers

* New dedicated fulfillment centers owned and operated by the retailer

* **Third-party fulfillment** companies

* Vendor-direct shipment As is always the case, each approach has advantages and disadvantages. Each makes tradeoffs between inventory costs
and transportation costs.

IN-**STORE**

Several retailers are using or have used their existing **stores** as an initial fulfillment center. Examples of this approach include home delivery
grocery services such as Peapod, Shopping Alternatives and Shoppers Express
which have established alliances with grocers like Jewel, Safeway, Kroger
and even a few Wal-Mart Supercenters for delivery from their **stores**.

A few grocery **store** chains, a major consumer electronics retailer and at least one general merchandiser have begun with this approach. Supermarket chain Harris Teeter has gone on its own in offering home delivery.

Grocery is not the only segment **shipping** from **stores**. Express

uses its **stores** for **shipping** clothes which are out of stock in its fulfillment center. A national computer retailer shipped from its largest **store** until it acquired a catalog company last year.

In each of these cases, depending upon the **store** layout, product is pulled either from backroom inventory or from **store** shelves, depending upon the **store** format. A rudimentary packing station is set up in the back room and packages are picked up by the parcel carrier each day.

This is an acceptable approach for retailers who are just getting started, or those that have excess space in one or more **stores**. It minimizes the up-front investment and is quick to set up.

However, for most retailers this cannot be seen as an adequate long-term...

...entry with a stand-alone PC to perform labeling and weighing, to a complex integrated packing station that ensures shipment and billing accuracy.

EXISTING WAREHOUSES

Store-based retailers with catalog operations are well suited to electronic retailing. For example, J.C. Penney is able to fulfill out of its six distribution...

...centers are not set up for consumer-direct electronicretailing fulfillment.

Not only is the warehouse product flow designed to ship in very large quantities to **stores**, but the information systems are not designed to track orders at the consumer level (no name and ship-to fields in the code). Too, the...

...flows.

This option also usually lacks validation of shipments and historical tracking of consumer purchases, while requiring new credit card payment systems and new accounting **requirements** for freight.

Geographic locations of distribution **centers** are usually **chosen** for efficient **handling** of existing **stores**. However, the consumerdirect market is fluid with everchanging destinations. The logistics network must optimize ...due to several reasons:

* Sales volumes are currently too low and unpredictable * High up-front investment * Decreased flexibility

With several retail chains closing poorer-performing **stores**, some companies, including a Midwestern grocery chain with 300-plus **stores**, and one of the largest national general merchandise companies, have

evaluated using these former retail facilities as fulfillment centers.

This greatly reduces the investment required. Converted **store** fulfillment centers are particularly well-suited to the grocery industry,
where the facilities' prime locations facilitate local delivery or customer
pick-up.

(Photograph Omitted)

Captioned...

...delivery time can be measured in hours-not days.

The trade-offs include higher inventory carrying costs than more centralized options (but lower than current **store** operations), significant additional investments to increase capacity, and it may be difficult to meet the wide variability in demand inherent in some retail
segments.

It...

...few years for some merchandise and customer segments, but retailers have
not yet generated the volume required to justify dedicated fulfillment centers for electronic retailing.

THIRD-PARTY FULFILLMENT COMPANIES

The use of **third-party fulfillment** companies is one of
the more popular fulfillment strategies for retailers without catalog operations. It basically allows leasing of skills and facilities instead
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Third-party fulfillment companies provide a much more
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This strategy allows retailers to leverage their buying power for current
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It is also flexible in accommodating wider swings in demand over short periods. One retailer using this approach treats the fulfillment center as

another **store**. It ships products from its distribution centers to the contracted fulfillment center in mixed full truckloads just as it does
its **stores**-allowing it to leverage its buying power.

For products not carried in its **stores**, the vendors ship directly to the fulfillment center as it would ship to the retailer's DCs.

Since closing its general merchandise catalog, Sears, Roebuck...

...to provide specialty catalogs to its customer base. This allows it to
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Another advantage to this method is the limited changes necessary to existing information systems.
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The primary drawback is that there are very few national fulfillment companies which can accommodate a wide range of products, and it is a significant...

...of its on-line products as a way to quickly increase its offerings without increasing its investment in inventory.

(Photograph Omitted)

Captioned as: Using a **third-party fulfillment** company, such as Peapod, reduces warehouse costs.

Some catalog and on-line retailers such as Insight Direct and Shoppers Advantage ship a portion of their...

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Vendor-direct makes sense for products such as cameras and consumer electronics in which the consumers' perceived value is greater than the **shipping** cost. Some major manufacturers have squeezed unnecessary costs out of the supply chain by pooling inventory at their own distribution centers while substituting product availability information
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The vendor-direct model greatly reduces the supply-chain costs associated
with warehouses, fulfillment centers and **stores**. But it increases **handling** costs for the vendor, so many vendors are not eager to

provide this service.

However, select blue-chip manufacturers see this capability as a competitive...

...vendor does not keep and use the consumers' names and addresses.

One variation on the vendordirect strategy is where the vendor actually contracts with a **third-party fulfillment** company to provide these services. While this is often transparent to the retailer, it allows the vendor to be responsive to the new demands of...

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Electronic retailing has different impacts on each retailer's logistical **processes** because of factors such as their existing logistical infrastructure (dispersion of warehouses, existing product flow, etc.), demands inherent to the products carried (refrigerators vs. produce...

...businesses go from piloting the concept to a mature business can be generalized as follows:

1. Initial pilot products are picked and packed either in **stores** or in existing warehouses. This minimizes initial start-up costs. Higher variable costs and complexity are tolerated while the business is just getting started.

2...

...for suitable products and where vendors are willing and able to provide this service in a reliable manner.

3. As volumes build, the highly manual **store** and warehouse pick/pack operations are transferred to a **third-party fulfillment** company. This lowers variable costs and reduces complexity without requiring a large investment.

4. As the business matures, new retailer-owned fulfillment centers are built, closed **stores** are converted into fulfillment centers, or DCs are retrofitted to provide fulfillment services. While all three of these actions require significant investments, the reduction in...

...additional service, selection, convenience and price savings that it can provide. Retailers must design a consumer-focused logistical system, which provides additional value vs. the **store**, for electronic retailing to become truly compelling.

(Table Omitted)

Captioned as: THE FULFILLMENT MATRIX

Author Affiliation:

Jason Ward is senior manager and Steven Warshawsky is...

Descriptors:
...Retail **stores;**

Classification Codes:

14/K/11 (Item 1 from file: 16)
DIALOG(R)File 16: Gale Group PROMT(R)
(c) 2009 Gale/Cengage. All rights reserved.

Supplier Number: (USE FORMAT 7 FOR FULLTEXT)

Text:

In recent times, increasing numbers of third-party logistics providers (3PLs) and: **third-party fulfillment** companies (3PFs) have affected logistics. Could the third-party warehousing (3PW) firms be on the way?

...Outsourced warehousing gives flexibility to move a warehouse without internal human resource or real estate issues," says Robert Silverman of Gross & Associates, consultants in material **handling** logistics. "It's easier to close or relocate an outsourced warehouse."

Another reason for increased warehouse outsourcing is better services and more choices. "There's...

...Several companies that handle their own warehousing do it inefficiently, and they are learning that moving product can be more important than selling.

Some retailers **choose** to **warehouse** core goods and outsource non-core goods. For example, a supermarket may warehouse its own food products but outsource warehousing of **store** equipment, such as point-of-sale machines.

"Today, warehousing logistics is a central piece of a business and its supply chain. It's a center...

...an option worth exploring.

Chris Dragan is deployment center supervisor for PayPoint Electronic Payment Systems, a third-party provider of trouble-shooting, replacement, warehousing, and **shipping** services for retail point-of-sale

equipment, in Baldwin Park, CA. Reach Dragan at dragace@bp.com.

Descriptors:
***Storage** and moving industry...

Event Names:

SIC Codes:
4220 (Public Warehousing and **Storage**
)

NAICS Codes:
493 (Warehousing and **Storage**
)

14/K/14 (Item 2 from file: 148)
DIALOG(R)File 148: Gale Group Trade & Industry DB
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Abstract: ...have found that the logistics of product fulfillment pose one of the most troublesome challenges in this new channel. Retailer solutions have included using existing **stores**, **third-party fulfillment** companies, and direct shipments from vendors. Companies with existing catalog operations are in a good position to ship directly from their warehouses.
Abstract:
...complete business model--marketing, merchandising, product selection,
pricing, vendor relations, technical management and fulfillment--must be
reevaluated. Each of these areas most likely needs new **processes**, skills and approaches.
Product fulfillment is a particularly troublesome area. The design of
a logistics infrastructure to meet or exceed customer expectations is critical to...

...or CDNow have the luxury of defining their logistical infrastructure specifically for the particular product being offered through electronic
retailing, most existing distribution systems for **store**-based retailers are designed to ship a wide variety of products in bulk quantities to tens, hundreds, or, for the largest retailers, thousands of
stores.
Retailers are finding that adapting their existing infrastructure to
ship small quantities to millions of consumers can be time-consuming, complex and expensive.
Store-based retailers are currently testing several fulfillment strategies, often in combinations. These include creating

and/or utilizing:

* Fulfillment operations in **stores**
* Fulfillment operations in existing distribution centers
* New dedicated fulfillment centers owned and operated by the retailer
* **Third-party fulfillment** companies
* Vendor-direct shipment

As is always the case, each approach has advantages and disadvantages. Each makes tradeoffs between inventory costs and transportation costs.

IN-**STORE**

Several retailers are using or have used their existing **stores** as an initial fulfillment center. Examples of this approach include home delivery grocery services such as Peapod, Shopping Alternatives and Shoppers Express which have established alliances with grocers like Jewel, Safeway, Kroger and even a few Wal-Mart Supercenters for delivery from their **stores**.

A few grocery **store** chains, a major consumer electronics retailer and at least one general merchandiser have begun with this approach. Supermarket chain Harris Teeter has gone on its own in offering home delivery.

Grocery is not the only segment **shipping** from **stores**. Express uses its **stores** for **shipping** clothes which are out of stock in its fulfillment center. A national computer retailer shipped from its largest **store** until it acquired a catalog company last year.

In each of these cases, depending upon the **store** layout, product is pulled either from backroom inventory or from **store** shelves, depending upon the **store** format. A rudimentary packing station is set up in the back room and packages are picked up by the parcel carrier each day.

This is an acceptable approach for retailers who are just getting started, or those that have excess space in one or more **stores**. It minimizes the up-front investment and is quick to set up.

However, for most retailers this cannot be seen as an adequate long-term...

...entry with a stand-alone PC to perform labeling and weighing, to a complex integrated parking station that ensures shipment and billing accuracy.

EXISTING WAREHOUSES

Store-based retailers with catalog operations are well suited to electronic retailing. For example, J.C. Penney is able to fulfill out of its six distribution...

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Not only is the warehouse product flow designed to ship in very large quantities to **stores**, but the information systems are not designed to track orders at the consumer level (no name and ship-to fields in the code). Too, the...

...flows.

This option also usually lacks validation of shipments and historical tracking of consumer purchases, while requiring new credit card payment systems and new accounting **requirements** for freight.

Geographic locations of distribution **centers** are usually **chosen** for efficient **handling** of existing **stores**. However, the consumerdirect market is fluid with everchanging destinations.

The logistics network must optimize the transportation network directly to the distribution network to reduce the...due to several reasons:

* Sales volumes are currently too low and unpredictable
* High up-front investment
* Decreased flexibility

With several retail chains closing poorer-performing **stores**, some companies, including a Midwestern grocery chain with 300-plus **stores**, and one of the largest national general merchandise companies, have evaluated using these former retail facilities as fulfillment centers.

This greatly reduces the investment required. Converted **store** fulfillment centers are particularly well-suited to the grocery industry, where the facilities' prime locations facilitate local delivery or customer pick-up.

It is likely...

...delivery time can be measured in hours--not days.

The trade-offs include higher inventory carrying costs than more centralized options (but lower than current **store** operations), significant additional investments to increase capacity, and it may be difficult to meet the wide variability in demand inherent in some retail segments.

It...

...few years for some merchandise and customer segments, but retailers have not yet generated the volume required to justify dedicated fulfillment centers for electronic retailing.

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THE FULFILLMENT MATRIX

	In-**Store**	Existing Warehouses
Start-up Cost	Low	Medium
Difficulty of Start-up	Low	Medium
Ability to Enforce Standards	High	High
Ongoing Cost	High	Medium
Information Systems Costs	Medium	High

	New Dedicated **Fulfillment** Centers	**Third-Party** Fulfillment Companies
Start-up Cost	High	Low

Difficulty of Start-up	High	Low
Ability to Enforce Standards	High	Medium
Ongoing Cost	Low	Medium

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14/9/9 (Item 5 from file: 15)
DIALOG(R)File 15: ABI/Inform(R)
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Electronic retailing is more than a Web site

Ward, Jason; Warshawsky, Steven
Chain Store Age v73n5 pp: 64-68
May 1997
CODEN: CSAEAQ
ISSN: 1087-0601 **Journal Code:** CSA
Document Type: Journal article **Language:** English **Length:** 4 Pages
Special Feature: Charts
Word Count: 2332

Abstract:

A small but rapidly growing number of national retail chains such as Wal-Mart, J.C. Penney, and OfficeMax are venturing into the untested market of electronic retailing. Retailers are finding that it is not enough to just put up a transactional Web site. Consumers demand convenience and lower cost as much as a multimedia shopping experience. Product fulfillment is particularly troublesome area. The design of a logistics infrastructure to meet or exceed customer expectations is a critical success factor.

Text:

Headnote:

Product fulfillment requires a logistics infrastructure that meets or exceeds customer expectations.

A small but rapidly growing number of national retail chains such as Wal-Mart, J.C. Penney, and OfficeMax are venturing into the untested market
of electronic retailing.

Retailers are finding that it's not enough to just put up a transactional

Web site. Consumers demand convenience and lower cost as much as a multimedia shopping experience.

The changes required to make electronic retailing compelling to the consumer can be substantial for retailers serious about making money in electronic retailing.

The complete business model-marketing, merchandising, product selection,
pricing, vendor relations, technical management and fulfillment-must be reevaluated. Each of these areas most likely needs new **processes**, skills and approaches.

Product fulfillment is a particularly troublesome area. The design of a logistics infrastructure to meet or exceed customer expectations is critical to success.

The value the consumer places on timely delivery can significantly impact
the design of the logistics network. "Time is money," goes the saying, and
this is particularly true for transportation.

A sound fulfillment strategy depends on managing the full retail business
model through a prudent but scaleable infrastructure designed to match consumer expectations.

While "Internet Cowboys" such as the much heralded Amazon.com or CDNow have
the luxury of defining their logistical infrastructure specifically for the
particular product being offered through electronic retailing, most existing distribution systems for **store**-based retailers are designed to ship a wide variety of products in bulk quantities to tens, hundreds,
or, for the largest retailers, thousands of **stores**.

Retailers are finding that adapting their existing infrastructure to ship
small quantities to millions of consumers can be time-consuming, complex
and expensive.

Store-based retailers are currently testing several fulfillment strategies, often in combinations. These include creating and/or utilizing:
* Fulfillment operations in **stores**

* Fulfillment operations in existing distribution centers

* New dedicated fulfillment centers owned and operated by the retailer

* **Third-party fulfillment** companies

* Vendor-direct shipment As is always the case, each approach has

advantages and disadvantages. Each makes tradeoffs between inventory costs
and transportation costs.

IN-**STORE**

Several retailers are using or have used their existing **stores** as an initial fulfillment center. Examples of this approach include home delivery
grocery services such as Peapod, Shopping Alternatives and Shoppers Express
which have established alliances with grocers like Jewel, Safeway, Kroger
and even a few Wal-Mart Supercenters for delivery from their **stores**.

A few grocery **store** chains, a major consumer electronics retailer and at least one general merchandiser have begun with this approach. Supermarket chain Harris Teeter has gone on its own in offering home delivery.
Grocery is not the only segment **shipping** from **stores**. Express uses its **stores** for **shipping** clothes which are out of stock
in its fulfillment center. A national computer retailer shipped from its
largest **store** until it acquired a catalog company last year.

In each of these cases, depending upon the **store** layout, product is pulled either from backroom inventory or from **store** shelves, depending upon the **store** format. A rudimentary packing station is set up in the back room and packages are picked up by the parcel carrier
each day.

This is an acceptable approach for retailers who are just getting started,
or those that have excess space in one or more **stores**. It minimizes the up-front investment and is quick to set up.

However, for most retailers this cannot be seen as an adequate long-term
approach. It utilizes expensive retail space, is highly manual, adds operational complexity, limits the offering to existing skus, and there are
absolute limits to the volume this approach can handle.

Retail employees are unfamiliar with standard warehouse picking and packing
procedures. Additionally, high employee turnover can make picking and packing quality standards difficult to maintain.
The actual picking operation is usually scheduled to be performed during
off-peak shopping hours. This may appear to be an efficient use of resources. However, the delayed picking may force an additional day into
the delivery cycle, since carrier pickup may occur prior to the current day's picking and packing is completed.

In addition, consideration must be given to the information systems

necessary to support the shipment function. These systems can be as simple
as a fax form order entry with a stand-alone PC to perform labeling and weighing, to a complex integrated packing station that ensures shipment and
billing accuracy.

EXISTING WAREHOUSES

Store-based retailers with catalog operations are well suited to electronic retailing. For example, J.C. Penney is able to fulfill out of
its six distribution centers just as it does for catalog orders.

With the notable exception of those with catalog operations, most retailers' warehouses and distribution centers are not set up for consumer-direct electronicretailing fulfillment.

Not only is the warehouse product flow designed to ship in very large quantities to **stores**, but the information systems are not designed to track orders at the consumer level (no name and ship-to fields in the
code). Too, the order-to-delivery lead time is usually not acceptable for
consumers, the routing optimization routine can not handle household locations, and bundling of multiple products into a single box (over-packing) is generally not supported.

It is possible to create a fulfillment area to the side of an existing warehouse. This is the approach that Express has selected as its primary
method of fulfillment.

Depending upon the warehouse set-up and flexibility, this option can be moderately costly. For example, many retailers have found that this option
requires major systems modifications, new equipment and conveyors, and it
can add undesirable operational complexity to the warehouse product and information flows.

This option also usually lacks validation of shipments and historical tracking of consumer purchases, while requiring new credit card payment systems and new accounting **requirements** for freight.

Geographic locations of distribution **centers** are usually **chosen** for efficient **handling** of existing **stores**.
However, the consumerdirect market is fluid with everchanging destinations.
The logistics network must optimize the transportation network directly to
the distribution network to reduce the order-todelivery cycle time. The scalability of the operations is also restricted to the existing warehouse
infrastructure. For these reasons, catalogers are the main retailers using
this option.

NEW DEDICATED FULFILLMENT CENTERS

Currently, few retailers have created their own dedicated fulfillment centers. This is due to several reasons:

* Sales volumes are currently too low and unpredictable * High up-front investment * Decreased flexibility

With several retail chains closing poorer-performing **stores**, some companies, including a Midwestern grocery chain with 300-plus **stores**, and one of the largest national general merchandise companies, have evaluated using these former retail facilities as fulfillment centers.

This greatly reduces the investment required. Converted **store** fulfillment centers are particularly well-suited to the grocery industry,
where the facilities' prime locations facilitate local delivery or customer
pick-up.
(Photograph Omitted)

Captioned as: Most retailers' distribution centers are not set up for consumer-direct electronic-retailing fulfillment.

It is likely that this option will become more common as electronic-retailing revenue escalates over the next few years for some merchandise and customer segments. It reduces delivery costs for low-margin
items, and expected delivery time can be measured in hours-not days.

The trade-offs include higher inventory carrying costs than more centralized options (but lower than current **store** operations), significant additional investments to increase capacity, and it may be difficult to meet the wide variability in demand inherent in some retail
segments.

It is likely that this option will become more common as electronic-retailing revenue escalates over the next few years for some merchandise and customer segments, but retailers have not yet generated the
volume required to justify dedicated fulfillment centers for electronic retailing.

THIRD-PARTY FULFILLMENT COMPANIES
The use of **third-party fulfillment** companies is one of the more popular fulfillment strategies for retailers without catalog operations. It basically allows leasing of skills and facilities instead
owning them in-house.

Well-known transportation companies such as Federal Express, United Parcel
Service and Airborne have all recently created divisions which operate fulfillment centers for electronic retailers and catalog operations. Relco

Corp.'s Contract Distribution Services also operates 14 of its own fulfillment centers for a wide range of retailers.

Third-party fulfillment companies provide a much more robust capability than in-**store** fulfillment, minimize operational impact, and make much of fulfillment a variable cost which can be offset by elimination of warehouse and **store** costs associated with the sale of the product.

This strategy allows retailers to leverage their buying power for current products and extend their product selection into lines not currently offered in their **stores**.

It is also flexible in accommodating wider swings in demand over short periods. One retailer using this approach treats the fulfillment center as another **store**. It ships products from its distribution centers to the contracted fulfillment center in mixed full truckloads just as it does its **stores**-allowing it to leverage its buying power.

For products not carried in its **stores**, the vendors ship directly to the fulfillment center as it would ship to the retailer's DCs.

Since closing its general merchandise catalog, Sears, Roebuck and Co. has utilized a series of fulfillment companies to provide specialty catalogs to its customer base. This allows it to easily offer a broader range of products than what it buys for its **stores**.

Another advantage to this method is the limited changes necessary to existing information systems.

Some fulfillment companies handle all purchasing, order fulfillment and payment, and even catalog creation with their existing systems. In this instance the order fulfillment house sends a monthly royalty check to the retailer, thus eliminating any system integration **requirements**.

The primary drawback is that there are very few national fulfillment companies which can accommodate a wide range of products, and it is a significant paradigm shift for retailers to cede control of this aspect of their business.
Depending upon the service levels required by customers, multiple fulfillment centers may be necessary to minimize delivery time, which increases costs and required stock levels.

VENDOR-DIRECT

For some products, shipment directly from the vendor to the consumer makes sense. WalMart uses this approach for many of its on-line products as a way

to quickly increase its offerings without increasing its investment in inventory.

(Photograph Omitted)

Captioned as: Using a **third-party fulfillment** company, such as Peapod, reduces warehouse costs.

Some catalog and on-line retailers such as Insight Direct and Shoppers Advantage ship a portion of their merchandise directly from the vendor.

Vendor-direct makes sense for products such as cameras and consumer electronics in which the consumers' perceived value is greater than the **shipping** cost. Some major manufacturers have squeezed unnecessary costs out of the supply chain by pooling inventory at their own distribution centers while substituting product availability information for physical product **stored** at retail locations.

Since many of these products, such as large appliances or fitness equipment, require delivery, assembly and/or installation, the consumer never knows the physical product was never on hand at the purchasing **store**'s location.

The vendor-direct model greatly reduces the supply-chain costs associated with warehouses, fulfillment centers and **stores**. But it increases **handling** costs for the vendor, so many vendors are not eager to provide this service.

However, select blue-chip manufacturers see this capability as a competitive advantage of the future and are eagerly adding fulfillment as an optional service to their retailer customers.

Vendor-direct fulfillment raises a host of retailer-vendor relations issues. There must be agreement upon how much the retailer should pay for the additional service provided by the vendor.

If not properly executed, the retailer may lose much of its control over customer-service related issues such as packaging quality and timeliness of delivery.
The retailer must also ensure that the vendor does not keep and use the consumers' names and addresses.

One variation on the vendordirect strategy is where the vendor actually contracts with a **third-party fulfillment** company to provide these services. While this is often transparent to the retailer, it allows the vendor to be responsive to the new demands of electronic retailing without incurring the additional cost and complexity of building its own skills and facilities.

THE EVOLUTION Of ELECTRONIC RETAILING LOGISTICS

Each fulfillment option consists of trade-offs between startup costs, difficulty of start-up, the ability to enforce standards, and ongoing operating costs.

Electronic retailing has different impacts on each retailer's logistical **processes** because of factors such as their existing logistical infrastructure (dispersion of warehouses, existing product flow, etc.), demands inherent to the products carried (refrigerators vs. produce) and the demands of the customer.

However, the general evolution of electronic-retailing logistics as the businesses go from piloting the concept to a mature business can be generalized as follows:

1. Initial pilot products are picked and packed either in **stores** or in existing warehouses. This minimizes initial start-up costs. Higher variable costs and complexity are tolerated while the business is just getting started.

2. Vendor-direct shipments are phased-in for suitable products and where vendors are willing and able to provide this service in a reliable manner.

3. As volumes build, the highly manual **store** and warehouse pick/pack operations are transferred to a **third-party fulfillment** company. This lowers variable costs and reduces complexity without requiring a large investment.

4. As the business matures, new retailer-owned fulfillment centers are built, closed **stores** are converted into fulfillment centers, or DCs are retrofitted to provide fulfillment services. While all three of these actions require significant investments, the reduction in variable cost is justified by the large volumes. This is when electronic retailing has become fully integrated with the retailer's overall business.

There is no one answer for how a retailer should fashion its logistical infrastructure to best accommodate electronic retailing. It is easy for retailers to think of electronic retailing as just an online catalog. What makes electronic retailing compelling to consumers is not just the on-line shopping experience. They value the additional service, selection, convenience and price savings that it can provide. Retailers must design a consumer-focused logistical system, which provides additional value vs. the **store**, for electronic retailing to become truly compelling.

(Table Omitted)

Captioned as: THE FULFILLMENT MATRIX

Author Affiliation:

Jason Ward is senior manager and Steven Warshawsky is manager, AT&T Solutions, Washington.

THIS IS THE FULL-TEXT.

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Geographic Names: US

Descriptors: Electronic commerce; Retail **stores**; Service introduction; Manycompanies; Customer services; Web sites

Classification Codes: 8390 (CN=Retailing industry); 7500 (CN=Product planning & development); 9190 (CN=United States); 5250 (CN=Telecommunications systems)

? **s ((third(w)party(w)(fulfillment or fulfillments)) or 3pf or 3pfs) and ((warehouse(w)management) or wms)**

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447301	FULFILLMENT
1097	FULFILLMENTS
2240	THIRD(W)PARTY(W)(FULFILLMENT OR FULFILLMENTS)
925	3PF
9	3PFS
1239041	WAREHOUSE
28955611	MANAGEMENT
56393	WAREHOUSE(W)MANAGEMENT
30771	WMS

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3PF
                   OR 3PFS) AND ((WAREHOUSE(W)MANAGEMENT) OR WMS)
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         1061672  STORED
         6802225  STORES
        12147356  SPECIAL
         7930142  SPECIFIC
         1970438  SHIPPING
         2844699  HANDLING
        15640122  PROCESS
         6812673  PROCESSING
         4408085  PROCESSES
         6812673  PROCESSING
         1726636  REQUIREMENT
         6298051  REQUIREMENTS
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         2213029  CHARACTERISTICS
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? **t s17/3/all**

17/3/1 (Item 1 from file: 610)
DIALOG(R)File 610: Business Wire
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0002220526 IE517DED081C911DE99D590DF408E6617 **(USE FORMAT 7 FOR FULLTEXT)**
Cadre Technologies Announces Optimized Receiving Workflow in Cadence Warehouse Management Software

Business Wire
Wednesday , August 5, 2009 T14:06:00Z
Journal Code: BW **Language:** ENGLISH **Record Type:** FULLTEXT **Document Type:** NEWSWIRE
Word Count: 349

17/3/2 (Item 2 from file: 610)
DIALOG(R)File 610: Business Wire
(c) 2009 Business Wire. All rights reserved.

0001045376 I7AF7DF006A3711D8BDB2949C03FC3712 **(USE FORMAT 7 FOR FULLTEXT)**
MS Logistics Goes Live with Delfour Software Platform Supporting ``Crisis Management'' 3PL/3PF Operations

Business Wire
Tuesday , February 24, 2004 T17:58:00Z
Journal Code: BW **Language:** ENGLISH **Record Type:** FULLTEXT

Word Count: 701

17/3/3 (Item 1 from file: 613)
DIALOG(R)File 613: PR Newswire
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00975370 20030505LAM012 **(USE FORMAT 7 FOR FULLTEXT)**
Zedent Systems Releases Distribution CLASS(TM) Version 5

PR Newswire
Monday , May 5, 2003 00:02 EDT
Journal Code: PR **Language:** ENGLISH **Record Type:** FULLTEXT **Document Type:** NEWSWIRE
Word Count: 731

17/3/4 (Item 1 from file: 16)
DIALOG(R)File 16: Gale Group PROMT(R)
(c) 2009 Gale/Cengage. All rights reserved.

10453065 **Supplier Number:** 101166901 **(USE FORMAT 7 FOR FULLTEXT)**

Zedent Systems Releases Distribution CLASS(TM) Version 5; Extended Functionality Allows Wireless Barcode Scanning, 3rd Party Fulfillment (3PF) and Knowledge Management.
PR Newswire , p LAM01205052003
May 5 , 2003
Language: English **Record Type:** Fulltext
Document Type: Newswire ; Trade
Word Count: 606

17/3/5 (Item 2 from file: 16)
DIALOG(R)File 16: Gale Group PROMT(R)
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08402758 **Supplier Number:** 70710669 **(USE FORMAT 7 FOR FULLTEXT)**

Material Handling: Welcome to the Boardroom.(Brief Article)
Witt, Clyde E.
Material Handling Management , v 56 , n 1 , p 48
Jan , 2001
Language: English **Record Type:** Fulltext
Article Type: Brief Article
Document Type: Magazine/Journal ; Trade

Word Count: 3621

? **t s17/k/3**

17/K/3 (Item 1 from file: 613)
DIALOG(R)File 613: PR Newswire
(c) 2009 PR Newswire Association Inc. All rights reserved.

Text:

...www.zedent.com) today announced the availability of Distribution CLASS(TM) Version 5.0, with integrated functionality to supply integrated wireless bar code scanning functionality, **third party fulfillment** process management, forms barcode printing, and integrated Knowledge Management for combined retail, wholesale and service operations.

"As businesses look for ways to reduce costs and...

...requirements, project/job requirements and order management. This allows for the management of a client's fulfillment processes, delivering exceptional return on investment to the **third party fulfillment** companies and their clients.

The six (6) wireless modules that have been integrated into Distribution CLASS provide increased speed and accuracy during the receiving and put-away process (including serial number and lot number tracking), the picking and loading **requirements**, physical inventory **processes** and bar code label printing.

As business becomes more complex and the products being distributed become more complex, and the service requirements become more complex...

...or internal memos.

Distribution CLASS enhancements also include tighter integration with the Microsoft desktop, barcode printing on documents, 100% Web enablement, more comprehensive cash management, **warehouse management** and integrated management reporting.

A Look at the Distribution CLASS(TM) Software Suite

* Customer Interaction: Taking care of your customers from initial contact, to quote...

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Set     Items   Description
S1      49318   (THIRD(W)PARTY)(3N)(LOGISTICS OR FULFILLMENT OR
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             TS)
S2        877   S1 AND ((SELECT OR SELECTS OR SELECTED OR SELECTING OR
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             ECTION OR SELECTIONS OR CHOOSE OR CHOOSING OR CHOOSES OR
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              OR CHOSES OR CHOSEN)(3N)(CENTER OR CENTERS OR FACILITY OR
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             CILITIES OR HUB OR HUBS OR WAREHOUSE OR WAREHOUSES OR
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              OR LOCATIONS))
S3        306   S1 AND ((DETERMINE OR DETERMINES OR DETERMINED OR
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             ING OR DETERMINATION OR DETERMINATIONS)(3N)(CENTER OR
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             HOUSES OR LOCATION OR LOCATIONS))
S4       1153   S2 OR S3
S5         74   S4 AND ((STORAGE OR SHIPPING OR HANDLING OR PROCESS OR
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             CESSING OR PROCESSES OR PROCESSING)(4N)(REQUIREMENT OR
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             EMENTS OR PARAMETER OR PARAMETERS OR CRITERIA OR
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             IC OR CHARACTERISTICS))
S6         51   RD  (unique items)
S7          9   S6 AND (HEAT OR HEATS OR HEATED OR HEATING OR COOL OR
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             ING OR COOLED OR COOLS OR CLIMATE OR HUMIDITY OR WARM OR
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             ED OR WARMING OR MOISTURE)
S8       2240   THIRD(W)PARTY(W)(FULFILLMENT OR FULFILLMENTS)
S9         25   S8 AND ((SELECT OR SELECTS OR SELECTED OR SELECTING OR
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             ECTION OR SELECTIONS OR CHOOSE OR CHOOSING OR CHOOSES OR
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S10         6   S8 AND ((DETERMINE OR DETERMINES OR DETERMINED OR
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             HOUSES OR LOCATION OR LOCATIONS))
S11         29   S9 OR S10
S12         16   RD  (unique items)
S13          0   S12 AND ((STORAGE OR STORE OR STORED OR STORES OR
SPECIAL -
             OR SPECIFIC OR SHIPPING OR HANDLING OR PROCESS OR
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             OR PROCESSES OR PROCESSING)(4N)(REQUIREMENT OR
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              PARAMETER OR PARAMETERS OR CRITERIA OR CHARACTERISTIC OR
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             RACTERISTICS))
S14         16   S12 AND ((STORAGE OR STORE OR STORED OR STORES OR
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             OR PROCESSES OR PROCESSING OR REQUIREMENT OR REQUIREMENTS
OR -
             PARAMETER OR PARAMETERS OR CRITERIA OR CHARACTERISTIC OR
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             ACTERISTICS))
S15        224   ((THIRD(W)PARTY(W)(FULFILLMENT OR FULFILLMENTS)) OR 3PF
OR
             3PFS) AND ((WAREHOUSE(W)MANAGEMENT) OR WMS)
S16         19   S15 AND ((STORAGE OR STORE OR STORED OR STORES OR
SPECIAL -
             OR SPECIFIC OR SHIPPING OR HANDLING OR PROCESS OR
PROCESSING -
             OR PROCESSES OR PROCESSING)(4N)(REQUIREMENT OR
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             RACTERISTICS))
S17          5   RD  (unique items)
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Processed  10 of  48 files ...
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Completed processing all files
              51  S6
              16  S12
              16  S14
               5  S17
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        12054574  STRATEGY
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         2269775  RECOMMENDED
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         1947677  RECOMMENDATIONS
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                  OR SUGGESTING) OR SUGGESTION) OR SUGGESTIONS)
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                  RECOMMENDED OR RECOMMENDS OR RECOMMENDING OR
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Set     Items   Description
S1      49318   (THIRD(W)PARTY)(3N)(LOGISTICS OR FULFILLMENT OR
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             TS)
S2        877   S1 AND ((SELECT OR SELECTS OR SELECTED OR SELECTING OR
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S3        306   S1 AND ((DETERMINE OR DETERMINES OR DETERMINED OR
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CENTERS
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WARE-
               HOUSES OR LOCATION OR LOCATIONS))
S4       1153   S2 OR S3
S5         74   S4 AND ((STORAGE OR SHIPPING OR HANDLING OR PROCESS OR
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               CESSING OR PROCESSES OR PROCESSING)(4N)(REQUIREMENT OR
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               EMENTS OR PARAMETER OR PARAMETERS OR CRITERIA OR
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               IC OR CHARACTERISTICS))
S6         51   RD  (unique items)
S7          9   S6 AND (HEAT OR HEATS OR HEATED OR HEATING OR COOL OR
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               ING OR COOLED OR COOLS OR CLIMATE OR HUMIDITY OR WARM OR
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               ED OR WARMING OR MOISTURE)
S8       2240   THIRD(W)PARTY(W)(FULFILLMENT OR FULFILLMENTS)
S9         25   S8 AND ((SELECT OR SELECTS OR SELECTED OR SELECTING OR
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               ECTION OR SELECTIONS OR CHOOSE OR CHOOSING OR CHOOSES OR
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                OR CHOSES OR CHOSEN)(3N)(CENTER OR CENTERS OR FACILITY OR
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               CILITIES OR HUB OR HUBS OR WAREHOUSE OR WAREHOUSES OR
LOCATION
                OR LOCATIONS))
S10         6   S8 AND ((DETERMINE OR DETERMINES OR DETERMINED OR
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               ING OR DETERMINATION OR DETERMINATIONS)(3N)(CENTER OR
CENTERS
               OR FACILITY OR FACILITIES OR HUB OR HUBS OR WAREHOUSE OR
WARE-
               HOUSES OR LOCATION OR LOCATIONS))
S11        29   S9 OR S10
S12        16   RD  (unique items)
S13         0   S12 AND ((STORAGE OR STORE OR STORED OR STORES OR
SPECIAL -
               OR SPECIFIC OR SHIPPING OR HANDLING OR PROCESS OR
PROCESSING -
               OR PROCESSES OR PROCESSING)(4N)(REQUIREMENT OR
REQUIREMENTS OR
                PARAMETER OR PARAMETERS OR CRITERIA OR CHARACTERISTIC OR
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               RACTERISTICS))
S14        16   S12 AND ((STORAGE OR STORE OR STORED OR STORES OR
SPECIAL -
               OR SPECIFIC OR SHIPPING OR HANDLING OR PROCESS OR
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               PARAMETER OR PARAMETERS OR CRITERIA OR CHARACTERISTIC OR
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             ACTERISTICS))
S15       224   ((THIRD(W)PARTY(W)(FULFILLMENT OR FULFILLMENTS)) OR 3PF
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S16        19   S15 AND ((STORAGE OR STORE OR STORED OR STORES OR
SPECIAL -
             OR SPECIFIC OR SHIPPING OR HANDLING OR PROCESS OR
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REQUIREMENTS OR
              PARAMETER OR PARAMETERS OR CRITERIA OR CHARACTERISTIC OR
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             RACTERISTICS))
S17         5   RD  (unique items)
S18         0   (S6 OR S12 OR S14 OR S17) AND ((PRICE OR PRICING OR
LISTIN-
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             RECOMMENDS OR RECOMMENDING OR RECOMMENDATION OR
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             STION OR SUGGESTIONS))
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Dialog eLink: USPTO Full Text Retrieval Options

14/9/9 (Item 5 from file: 15)
DIALOG(R)File 15: ABI/Inform(R)
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01417917 00-68904

Electronic retailing is more than a Web site

Ward, Jason; Warshawsky, Steven
Chain Store Age v73n5 pp: 64-68
May 1997
CODEN: CSAEAQ
ISSN: 1087-0601 **Journal Code:** CSA
Document Type: Journal article **Language:** English **Length:** 4 Pages
Special Feature: Charts
Word Count: 2332

Abstract:
A small but rapidly growing number of national retail chains such as Wal-Mart, J.C. Penney, and OfficeMax are venturing into the untested market of electronic retailing. Retailers are finding that it is not enough to just put up a transactional Web site. Consumers demand convenience and lower cost as much as a multimedia shopping experience. Product fulfillment is particularly troublesome area. The design of a logistics infrastructure to meet or exceed customer expectations is a critical success factor.

Text:

Headnote:

Product fulfillment requires a logistics infrastructure that meets or exceeds customer expectations.

A small but rapidly growing number of national retail chains such as Wal-Mart, J.C. Penney, and OfficeMax are venturing into the untested market
of electronic retailing.

Retailers are finding that it's not enough to just put up a transactional
Web site. Consumers demand convenience and lower cost as much as a multimedia shopping experience.

The changes required to make electronic retailing compelling to the consumer can be substantial for retailers serious about making money in electronic retailing.

The complete business model-marketing, merchandising, product selection,
pricing, vendor relations, technical management and fulfillment-must be reevaluated. Each of these areas most likely needs new **processes**, skills and approaches.

Product fulfillment is a particularly troublesome area. The design of a logistics infrastructure to meet or exceed customer expectations is critical to success.

The value the consumer places on timely delivery can significantly impact
the design of the logistics network. "Time is money," goes the saying, and
this is particularly true for transportation.

A sound fulfillment strategy depends on managing the full retail business
model through a prudent but scaleable infrastructure designed to match consumer expectations.

While "Internet Cowboys" such as the much heralded Amazon.com or CDNow have
the luxury of defining their logistical infrastructure specifically for the
particular product being offered through electronic retailing, most existing distribution systems for **store**-based retailers are designed to ship a wide variety of products in bulk quantities to tens, hundreds,
or, for the largest retailers, thousands of **stores**.

Retailers are finding that adapting their existing infrastructure to ship
small quantities to millions of consumers can be time-consuming, complex

and expensive.

Store-based retailers are currently testing several fulfillment strategies, often in combinations. These include creating and/or utilizing:
* Fulfillment operations in **stores**

* Fulfillment operations in existing distribution centers

* New dedicated fulfillment centers owned and operated by the retailer

* **Third-party fulfillment** companies

* Vendor-direct shipment As is always the case, each approach has advantages and disadvantages. Each makes tradeoffs between inventory costs
and transportation costs.

IN-**STORE**

Several retailers are using or have used their existing **stores** as an initial fulfillment center. Examples of this approach include home delivery
grocery services such as Peapod, Shopping Alternatives and Shoppers Express
which have established alliances with grocers like Jewel, Safeway, Kroger
and even a few Wal-Mart Supercenters for delivery from their **stores**.

A few grocery **store** chains, a major consumer electronics retailer and at least one general merchandiser have begun with this approach. Supermarket chain Harris Teeter has gone on its own in offering home delivery.
Grocery is not the only segment **shipping** from **stores**. Express uses its **stores** for **shipping** clothes which are out of stock in its fulfillment center. A national computer retailer shipped from its
largest **store** until it acquired a catalog company last year.

In each of these cases, depending upon the **store** layout, product is pulled either from backroom inventory or from **store** shelves, depending upon the **store** format. A rudimentary packing station is set up in the back room and packages are picked up by the parcel carrier
each day.

This is an acceptable approach for retailers who are just getting started,
or those that have excess space in one or more **stores**. It minimizes the up-front investment and is quick to set up.

However, for most retailers this cannot be seen as an adequate long-term
approach. It utilizes expensive retail space, is highly manual, adds operational complexity, limits the offering to existing skus, and there are
absolute limits to the volume this approach can handle.

Retail employees are unfamiliar with standard warehouse picking and packing
procedures. Additionally, high employee turnover can make picking and packing quality standards difficult to maintain.
The actual picking operation is usually scheduled to be performed during
off-peak shopping hours. This may appear to be an efficient use of resources. However, the delayed picking may force an additional day into
the delivery cycle, since carrier pickup may occur prior to the current day's picking and packing is completed.

In addition, consideration must be given to the information systems necessary to support the shipment function. These systems can be as simple
as a fax form order entry with a stand-alone PC to perform labeling and weighing, to a complex integrated packing station that ensures shipment and
billing accuracy.

EXISTING WAREHOUSES

Store-based retailers with catalog operations are well suited to electronic retailing. For example, J.C. Penney is able to fulfill out of
its six distribution centers just as it does for catalog orders.

With the notable exception of those with catalog operations, most retailers' warehouses and distribution centers are not set up for consumer-direct electronicretailing fulfillment.

Not only is the warehouse product flow designed to ship in very large quantities to **stores**, but the information systems are not designed to track orders at the consumer level (no name and ship-to fields in the
code). Too, the order-to-delivery lead time is usually not acceptable for
consumers, the routing optimization routine can not handle household locations, and bundling of multiple products into a single box (over-packing) is generally not supported.

It is possible to create a fulfillment area to the side of an existing warehouse. This is the approach that Express has selected as its primary
method of fulfillment.

Depending upon the warehouse set-up and flexibility, this option can be moderately costly. For example, many retailers have found that this option
requires major systems modifications, new equipment and conveyors, and it
can add undesirable operational complexity to the warehouse product and information flows.

This option also usually lacks validation of shipments and historical tracking of consumer purchases, while requiring new credit card payment

systems and new accounting **requirements** for freight.

Geographic locations of distribution **centers** are usually **chosen** for efficient **handling** of existing **stores**. However, the consumerdirect market is fluid with everchanging destinations. The logistics network must optimize the transportation network directly to the distribution network to reduce the order-todelivery cycle time. The scalability of the operations is also restricted to the existing warehouse infrastructure. For these reasons, catalogers are the main retailers using this option.

NEW DEDICATED FULFILLMENT CENTERS

Currently, few retailers have created their own dedicated fulfillment centers. This is due to several reasons:

* Sales volumes are currently too low and unpredictable * High up-front investment * Decreased flexibility

With several retail chains closing poorer-performing **stores**, some companies, including a Midwestern grocery chain with 300-plus **stores** , and one of the largest national general merchandise companies, have evaluated using these former retail facilities as fulfillment centers.

This greatly reduces the investment required. Converted **store** fulfillment centers are particularly well-suited to the grocery industry, where the facilities' prime locations facilitate local delivery or customer pick-up.
(Photograph Omitted)

Captioned as: Most retailers' distribution centers are not set up for consumer-direct electronic-retailing fulfillment.

It is likely that this option will become more common as electronic-retailing revenue escalates over the next few years for some merchandise and customer segments. It reduces delivery costs for low-margin items, and expected delivery time can be measured in hours-not days.

The trade-offs include higher inventory carrying costs than more centralized options (but lower than current **store** operations), significant additional investments to increase capacity, and it may be difficult to meet the wide variability in demand inherent in some retail segments.

It is likely that this option will become more common as electronic-retailing revenue escalates over the next few years for some merchandise and customer segments, but retailers have not yet generated the volume required to justify dedicated fulfillment centers for electronic

retailing.

THIRD-PARTY FULFILLMENT COMPANIES

The use of **third-party fulfillment** companies is one of the more popular fulfillment strategies for retailers without catalog operations. It basically allows leasing of skills and facilities instead owning them in-house.

Well-known transportation companies such as Federal Express, United Parcel Service and Airborne have all recently created divisions which operate fulfillment centers for electronic retailers and catalog operations. Relco Corp.'s Contract Distribution Services also operates 14 of its own fulfillment centers for a wide range of retailers.

Third-party fulfillment companies provide a much more robust capability than in-**store** fulfillment, minimize operational impact, and make much of fulfillment a variable cost which can be offset by elimination of warehouse and **store** costs associated with the sale of the product.

This strategy allows retailers to leverage their buying power for current products and extend their product selection into lines not currently offered in their **stores**.

It is also flexible in accommodating wider swings in demand over short periods. One retailer using this approach treats the fulfillment center as another **store**. It ships products from its distribution centers to the contracted fulfillment center in mixed full truckloads just as it does its **stores**-allowing it to leverage its buying power.

For products not carried in its **stores**, the vendors ship directly to the fulfillment center as it would ship to the retailer's DCs.

Since closing its general merchandise catalog, Sears, Roebuck and Co. has utilized a series of fulfillment companies to provide specialty catalogs to its customer base. This allows it to easily offer a broader range of products than what it buys for its **stores**.

Another advantage to this method is the limited changes necessary to existing information systems.

Some fulfillment companies handle all purchasing, order fulfillment and payment, and even catalog creation with their existing systems. In this instance the order fulfillment house sends a monthly royalty check to the retailer, thus eliminating any system integration **requirements**.

The primary drawback is that there are very few national fulfillment

companies which can accommodate a wide range of products, and it is a significant paradigm shift for retailers to cede control of this aspect of
their business.
Depending upon the service levels required by customers, multiple fulfillment centers may be necessary to minimize delivery time, which increases costs and required stock levels.

VENDOR-DIRECT

For some products, shipment directly from the vendor to the consumer makes
sense. WalMart uses this approach for many of its on-line products as a way
to quickly increase its offerings without increasing its investment in inventory.

(Photograph Omitted)

Captioned as: Using a **third-party fulfillment** company,
such as Peapod, reduces warehouse costs.

Some catalog and on-line retailers such as Insight Direct and Shoppers Advantage ship a portion of their merchandise directly from the vendor.

Vendor-direct makes sense for products such as cameras and consumer electronics in which the consumers' perceived value is greater than the **shipping** cost. Some major manufacturers have squeezed unnecessary costs out of the supply chain by pooling inventory at their own distribution centers while substituting product availability information
for physical product **stored** at retail locations.

Since many of these products, such as large appliances or fitness equipment, require delivery, assembly and/or installation, the consumer never knows the physical product was never on hand at the purchasing **store**'s location.

The vendor-direct model greatly reduces the supply-chain costs associated
with warehouses, fulfillment centers and **stores**. But it increases **handling** costs for the vendor, so many vendors are not eager to provide this service.

However, select blue-chip manufacturers see this capability as a competitive advantage of the future and are eagerly adding fulfillment as
an optional service to their retailer customers.

Vendor-direct fulfillment raises a host of retailer-vendor relations issues. There must be agreement upon how much the retailer should pay for
the additional service provided by the vendor.

If not properly executed, the retailer may lose much of its control over

customer-service related issues such as packaging quality and timeliness of
delivery.
The retailer must also ensure that the vendor does not keep and use the consumers' names and addresses.

One variation on the vendordirect strategy is where the vendor actually contracts with a **third-party fulfillment** company to
provide these services. While this is often transparent to the retailer, it
allows the vendor to be responsive to the new demands of electronic retailing without incurring the additional cost and complexity of building
its own skills and facilities.

THE EVOLUTION Of ELECTRONIC RETAILING LOGISTICS

Each fulfillment option consists of trade-offs between startup costs, difficulty of start-up, the ability to enforce standards, and ongoing operating costs.

Electronic retailing has different impacts on each retailer's logistical
processes because of factors such as their existing logistical infrastructure (dispersion of warehouses, existing product flow, etc.), demands inherent to the products carried (refrigerators vs. produce) and
the demands of the customer.

However, the general evolution of electronic-retailing logistics as the businesses go from piloting the concept to a mature business can be generalized as follows:

1. Initial pilot products are picked and packed either in **stores** or in existing warehouses. This minimizes initial start-up costs. Higher variable costs and complexity are tolerated while the business is just getting started.

2. Vendor-direct shipments are phased-in for suitable products and where
vendors are willing and able to provide this service in a reliable manner.

3. As volumes build, the highly manual **store** and warehouse pick/pack operations are transferred to a **third-party**
fulfillment company. This lowers variable costs and reduces complexity without requiring a large investment.

4. As the business matures, new retailer-owned fulfillment centers are built, closed **stores** are converted into fulfillment centers, or DCs are retrofitted to provide fulfillment services. While all three of these
actions require significant investments, the reduction in variable cost is
justified by the large volumes. This is when electronic retailing has become fully integrated with the retailer's overall business.

There is no one answer for how a retailer should fashion its logistical infrastructure to best accommodate electronic retailing. It is easy for retailers to think of electronic retailing as just an online catalog. What
makes electronic retailing compelling to consumers is not just the on-line
shopping experience. They value the additional service, selection, convenience and price savings that it can provide. Retailers must design a
consumer-focused logistical system, which provides additional value vs. the
store, for electronic retailing to become truly compelling.

(Table Omitted)

Captioned as: THE FULFILLMENT MATRIX

Author Affiliation:

Jason Ward is senior manager and Steven Warshawsky is manager, AT&T Solutions, Washington.

THIS IS THE FULL-TEXT.

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Geographic Names: US

Descriptors: Electronic commerce; Retail **stores**; Service introduction; Manycompanies; Customer services; Web sites

Classification Codes: 8390 (CN=Retailing industry); 7500 (CN=Product planning & development); 9190 (CN=United States); 5250 (CN=Telecommunications systems)

?

? **logon**

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 (Dialog time 2009/12/03 10:13:12)

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705BIBLIT is set ON as an alias for 77, 35, 583, 2, 65, 233, 99
705NEWSBIB is set ON as an alias for 473, 474, 475
SOFTLIT is set ON as an alias for 256, 278
705ADLIT is set ON as an alias for 635, 570, PAPERSMJ, PAPERSEU
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DETAIL set off
KWIC is set to 50.
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SYSTEM:OS  - DIALOG OneSearch
  File 347:JAPIO Dec 1976-2009/Aug(Updated 091130)
         (c) 2009 JPO & JAPIO
  File 348:EUROPEAN PATENTS 1978-200949
         (c) 2009 European Patent Office
  File 349:PCT FULLTEXT 1979-2009/UB=20091126|UT=20091119
         (c) 2009 WIPO/Thomson

      Set  Items  Description
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           89204  PARTY
            5984  FULFILLMENT
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               3  3PFS
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          330697  MANAGEMENT
             402  WAREHOUSE(W)MANAGEMENT
            1564  WMS
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3PF
                  OR 3PFS) AND ((WAREHOUSE(W)MANAGEMENT) OR WMS)
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? **t s2/3/all**

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DIALOG(R)File 349: PCT FULLTEXT
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01088164

CORPORATE CONTENT MANAGEMENT AND DELIVERY SYSTEM
SYSTEME DE GESTION ET DE DISTRIBUTION DE CONTENUS D'UNE ENTREPRISE

Patent Applicant/Patent Assignee:

- **ACCENTURE GLOBAL SERVICES GMBH**
  Geschaftshaus Herrenacker 15, CH-8200 Schaffhausen; CH; CH(Residence); CH(Nationality); (For all designated states except: US)

Patent Applicant/Inventor:

- **RAUEN Philip J IV**
  1416 W. 50th Terrace, Kansas City, MO 64112; US; US(Residence); US(Nationality); (Designated only for: US)
- **BJORNSON Christopher W**
  14 Brompton Court, Bolingbrook, IL 60440; US; US(Residence); US(Nationality); (Designated only for: US)
- **HOUCK David M**
  2331 Waterbury Circle, Aurora, IL 60504; US; US(Residence); US(Nationality); (Designated only for: US)
- **KEANE Paul L**
  4420 W. 150th Street, Leawood, KS 66224; US; US(Residence); US(Nationality); (Designated only for: US)
- **MODRUSON Frank B**
  681 N. Park Boulevard, Glen Ellyn, IL 60137; US; US(Residence); US(Nationality); (Designated only for: US)

- **HARTSHORN Lance P**
  6041 Heather Lane, Hudson, OH 44236; US; US(Residence); US(Nationality); (Designated only for: US)
- **MEYER Kip L**
  1443 Highland Avenue, Berwyn, IL 60402; US; US(Residence); US(Nationality); (Designated only for: US)

Legal Representative:

- **SCHEID Robert E(et al)(agent)**
  Morrison & Foerster LLP, 425 Market Street, San Francisco, CA 94105-2482; US;

	Country	Number	Kind	Date
Patent	WO	200410248	A2-A3	20040129
Application	WO	2003US22398		20030718
Priorities	US	2002397340		20020718
	US	2002269683		20021011

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)
AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG,
BR, BY, BZ, CA, CH, CN, CO, CR, CU, CZ,
DE, DK, DM, DZ, EC, EE, ES, FI, GB, GD,
GE, GH, GM, HR, HU, ID, IL, IN, IS, JP,
KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT,
LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ,
NI, NO, NZ, OM, PG, PH, PL, PT, RO, RU,
SC, SD, SE, SG, SK, SL, SY, TJ, TM, TN,
TR, TT, TZ, UA, UG, US, UZ, VC, VN, YU,
ZA, ZM, ZW

[EP] AT; BE; BG; CH; CY; CZ; DE; DK; EE; ES;
FI; FR; GB; GR; HU; IE; IT; LU; MC; NL;
PT; RO; SE; SI; SK; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GQ; GW;
ML; MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;
UG; ZM; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;
Language Publication Language: English

Filing Language: English
Fulltext word count: 37846

Dialog eLink: Order File History
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DIALOG(R)File 349: PCT FULLTEXT
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01051319

METHOD, SYSTEM, AND PROGRAM FOR AN IMPROVED ENTERPRISE SPATIAL SYSTEM

PROCEDE, SYSTEME ET LOGICIEL POUR UN SYSTEME SPATIAL AMELIORE D'ENTREPRISE

Patent Applicant/Patent Assignee:

- **QUESTERRA LLC**
  210 Ridge-Mcintire Road, Suite 500, Charlottesville, VA 22903; US; US(Residence); US(Nationality)

Inventor(s):

- **DYRNAES David N**
  168 Lessay, Newport Coast, CA 92657; US
- **VON KAENEL Tim A**
  12 Lakeview Drive, Coto de Caza, CA 92679; US
- **GOODWIN Jonathan D**
  30826 Calle Barbosa, Laguna Niguel, CA 92677; US
- **WAYMAN Jared P**
  29422 Vista Plaza Drive, Laguna Niguel, CA 92677; US
- **KUMAR C Suresh**
  6 Blue Spruce Drive, Ladera Ranch, CA 92694; US
- **TRIVELPIECE Craig E**
  124-B 46TH sTREET, Newport Beach, CA 92663; US
- **MIHALICH Joseph**
  51 Tradition Lane, Rancho Santa Margarita, CA 92688; US
- **JENKINS Anthony P**
  2 Heartwood Way, Aliso Viejo, CA 92656; US
- **STIER Mark A**
  28341 La Bajada Laguna, Niguel, CA 92677; US
- **ODOM Richard H Jr**
  2303 Whippoorwill Road, Charlottesville, VA 22901; US

Legal Representative:

- **MEADWESTVACO CORPORATION(agent)**
  Charleston Technical Center - Law Dept., P.O. Box 118005, Charleston, SC 29423-8005; US;

	Country	Number	Kind	Date
Patent	WO	200381388	A2-A3	20031002
Application	WO	2003US8296		20030317
Priorities	US	2002364807		20020316

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)
AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG,
BR, BY, BZ, CA, CH, CN, CO, CR, CU, CZ,
DE, DK, DM, DZ, EC, EE, ES, FI, GB, GD,
GE, GH, GM, HR, HU, ID, IL, IN, IS, JP,
KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT,
LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ,
NI, NO, NZ, OM, PH, PL, PT, RO, RU, SC,
SD, SE, SG, SK, SL, TJ, TM, TN, TR, TT,
TZ, UA, UG, UZ, VC, VN, YU, ZA, ZM, ZW

[EP] AT; BE; BG; CH; CY; CZ; DE; DK; EE; ES;
FI; FR; GB; GR; HU; IE; IT; LU; MC; NL;
PT; RO; SE; SI; SK; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GQ; GW;
ML; MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;
UG; ZM; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Language Publication Language: English
Filing Language: English
Fulltext word count: 108397

Dialog eLink: Order File History
2/3/3 (Item 3 from file: 349)
DIALOG(R)File 349: PCT FULLTEXT
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00794274

COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR MONITORING AND MANAGING BUSINESS PROCESSES AND ASSOCIATED RESOURCES
SYSTEME ET PROCEDE INFORMATIQUES DE CONTROLE ET DE GESTION DE PROCESSUS ADMINISTRATIFS ET RESSOURCES ASSOCIEES

Patent Applicant/Patent Assignee:

- **I2 TECHNOLOGIES INC**
  11701 Luna Road, Dallas, TX 75234; US; US(Residence); US(Nationality)

Inventor(s):

- **REDDY Padma P**
  3701 Stockport Drive, Plano, TX 75025; US
- **RANGADASS Vasudev**
  2623 Tillman Drive, Arlington, TX 76006; US
- **HOCKER Cary**
  7163 Hovenkamp Avenue, Richland Hills, TX 76118; US
- **MEHTA Rubesh**
  2934 West Royal Lane, Apartment 1136, Irving, TX 75063; US
- **DADGAR Cyrus**
  823 Valley Creek Road, Mesquite, TX 75181; US

Legal Representative:

- **KENNERLY Christopher W(agent)**
  Baker Botts L.L.P., 2001 Ross Avenue, Dallas, TX 75201-2980; US;

	Country	Number	Kind	Date
Patent	WO	200127762	A1	20010419
Application	WO	2000US24296		20000831
Priorities	US	99158502		19991008
	US	2000639491		20000815

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)
AE, AG, AL, AM, AT, AT (utility model), AU, AZ, BA, BB,
BG, BR, BY, BZ, CA, CH, CN, CR, CU, CZ,
CZ (utility model), DE, DE (utility model), DK, DK (utility model), DM, DZ, EE, EE (utility model), ES,
FI, FI (utility model), GB, GD, GE, GH, GM, HR, HU, ID,

IL, IN, IS, JP, KE, KG, KP, KR, KR (utility model), KZ,
LC, LK, LR, LS, LT, LU, LV, MA, MD, MG,
MK, MN, MW, MX, MZ, NO, NZ, PL, PT, RO,
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TR, TT, TZ, UA, UG, UZ, VN, YU, ZA, ZW

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
GR; IE; IT; LU; MC; NL; PT; SE;

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MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;
UG; ZW;

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Language Publication Language: English

Filing Language:	English
Fulltext word count:	9995

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DIALOG(R)File 349: PCT FULLTEXT
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00544080

USE OF CO2 COOLING IN TREATMENT OF POULTRY EGGS

REFROIDISSEMENT AU CO2 POUR TRAITER DES OEUFS DE VOLAILLES DE BASSE-COUR

Patent Applicant/Patent Assignee:

- **NORTH CAROLINA STATE UNIVERSITY**
- **AUBURN UNIVERSITY**
- **CURTIS Patricia Ann McBride**
- **ANDERSON Kenneth Emil**
- **CONNER Donald Edward**
- **HUGHES LaVonda Ann**
- **KEENER Kevin M**

Inventor(s):

- **CURTIS Patricia Ann McBride**

- **ANDERSON Kenneth Emil**
- **CONNER Donald Edward**
- **HUGHES LaVonda Ann**
- **KEENER Kevin M**

	Country	Number	Kind	Date
Patent	WO	200007453	A1	20000217
Application	WO	99US17605		19990803
Priorities	US	9895124		19980803

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)
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BR, BY, CA, CH, CN, CU, CZ, CZ, DE, DE,
DK, DK, EE, EE, ES, FI, FI, GB, GE, GH,
GM, HR, HU, ID, IL, IN, IS, JP, KE, KG,
KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV,
MD, MG, MK, MN, MW, MX, NO, NZ, PL, PT,
RO, RU, SD, SE, SG, SI, SK, SK, SL, TJ,
TM, TR, TT, UA, UG, US, UZ, VN, YU, ZA,
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ZW, AM, AZ, BY, KG, KZ, MD, RU, TJ, TM,
AT, BE, CH, CY, DE, DK, ES, FI, FR, GB,
GR, IE, IT, LU, MC, NL, PT, SE, BF, BJ,
CF, CG, CI, CM, GA, GN, GW, ML, MR, NE,
SN, TD, TG

Language Publication Language: English

Filing Language:

Fulltext word count: 18407

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DIALOG(R)File 349: PCT FULLTEXT
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Country	Number	Kind	Date

Detailed Description:

...fulfillment process 108e may
include web order sub- process 112a, price check sub
process 112b, product availability sub-process 112c,
order product sub-process 112d, **warehouse management**
system sub-process 112e, transport parts sub-process
112f, receive parts sub-process 112g, shipping receive
parts sub-process 112h, ship product sub-process 112i... ...may be failing to adequately perform his or
her duties. If the bottleneck is at an activity
requiring a quote to be obtained from a **third-party**
fulfillment engine application, then it may be desirable
to replace that third-party application. If the
bottleneck is at an activity requiring a response from a...

? **s s1 and (third(w)party(w)logistics) and (fulfillment or fulfillments)**

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OR
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01033041

ADAPTIVE NETWORK
RESEAU ADAPTATIF

Patent Applicant/Patent Assignee:

- **SAP AKTIENGESELLSCHAFT**
  Intellectual Property Department, Neurottstrasse 16, 69190 Walldorf; DE; DE(Residence); DE(Nationality); (For all designated states except: US)

Patent Applicant/Inventor:

- **RENZ Alexander**
  Kleingmuender Strasse 72/5, 69118 Heidelberg; DE; DE(Residence); DE(Nationality); (Designated only for: US)
- **CHEN Ye**
  777 S. Mathilda Av., #233, Sunnyvale, CA 94087; US; US(Residence); US(Nationality); (Designated only for: US)
- **BHATTACHARYA Sudipta**
  9408 Apple Way, Irving, TX 75063; US; US(Residence); IN(Nationality); (Designated only for: US)

Legal Representative:

- **MOLLBORN Fredrik(agent)**
  Fish & Richardson P.C., 500 Arguello Street #500, Redwood City, CA 94063; US;

	Country	Number	Kind	Date
Patent	WO	200363039	A1	**20030731**
Application	WO	2002US36705		20021114
Priorities	US	2001336227		20011114
	US	2002384638		20020531
	US	2002208191		20020731

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)
AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG,
BR, BY, BZ, CA, CH, CN, CO, CR, CU, CZ,
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GE, GH, GM, HR, HU, ID, IL, IN, IS, JP,
KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT,
LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ,
NO, NZ, OM, PH, PL, PT, RO, RU, SC, SD,
SE, SG, SI, SK, SL, TJ, TM, TN, TR, TT,
TZ, UA, UG, US, UZ, VC, VN, YU, ZA, ZM,
ZW

[EP] AT; BE; BG; CH; CY; CZ; DE; DK; EE; ES;
FI; FR; GB; GR; IE; IT; LU; MC; NL; PT;
SE; SK; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GQ; GW;
ML; MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;
UG; ZM; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;
Language Publication Language: English
Filing Language: English
Fulltext word count: 7614

Dialog eLink: Order File History
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DIALOG(R)File 349: PCT FULLTEXT
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01016687

SUPPLY CHAIN NETWORK
RESEAU DE CHAINE D'APPROVISIONNEMENT

Patent Applicant/Patent Assignee:

- **ISUPPLI CORPORATION**
  1700 East Walnut Avenue, El Segundo, CA 90245; US; US(Residence); US(Nationality); (For all designated states except: US)

Patent Applicant/Inventor:

- **LIDOW Derek**
  665 East Channel Road, Santa Monica, CA 90402; US; US(Residence); US(Nationality); (Designated only for: US)

Legal Representative:

- **FINDER James A(et al)(agent)**
  Ostrolenk, Faber, Gerb & Soffen, LLP, 1180 Avenue of the Americas, New York, NY 10036; US;

	Country	Number	Kind	Date
Patent	WO	200346696	A2-A3	**20030605**
Application	WO	2002US38438		20021127
Priorities	US	2001333483		20011128

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)
AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG,
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GE, GH, GM, HR, HU, ID, IL, IN, IS, JP,
KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT,
LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ,
NO, NZ, PH, PL, PT, RO, RU, SD, SE, SG,
SI, SK, SL, TJ, TM, TR, TT, TZ, UA, UG,
US, UZ, VN, YU, ZA, ZW

[EP] AT; BE; BG; CH; CY; CZ; DE; DK; EE; ES;
FI; FR; GB; GR; IE; IT; LU; MC; NL; PT;
SE; SK; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GQ; GW;
ML; MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;
UG; ZM; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Language Publication Language: English
Filing Language: English
Fulltext word count: 20548

Dialog eLink: Order File History
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DIALOG(R)File 349: PCT FULLTEXT
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01015055

SECURE PACKAGE SYSTEM AND METHOD
PROCEDE ET SYSTEME D'EMBALLAGE SECURISE

Patent Applicant/Inventor:

- **RADLINGER Steven C**
  1207 E. Wilson St., No. 10, Madison, WI 53703; US; US(Residence); US(Nationality)

- **FISHER Edward Nathaniel**
  402D Eagle Heights, Madison, WI 53705; US; US(Residence); US(Nationality); (Designated only for: US)

Legal Representative:

- **FIESCHKO Craig A(et al)(agent)**
  DeWitt Ross & Stevens S.C., 8000 Excelsior Drive, Madison, WI 53717-1914; US;

	Country	Number	Kind	Date
Patent	WO	200345004	A1	**20030530**
Application	WO	2002US37079		20021120
Priorities	US	2001331844		20011120

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)
AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG,
BR, BY, BZ, CA, CH, CN, CO, CR, CU, CZ,
DE, DK, DM, DZ, EC, EE, ES, FI, GB, GD,
GE, GH, GM, HR, HU, ID, IL, IN, IS, JP,
KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT,
LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ,
NO, NZ, OM, PH, PL, PT, RO, RU, SC, SD,
SE, SG, SI, SK, SL, TJ, TM, TN, TR, TT,
TZ, UA, UG, US, UZ, VC, VN, YU, ZA, ZM,
ZW

[EP] AT; BE; BG; CH; CY; CZ; DE; DK; EE; ES;
FI; FR; GB; GR; IE; IT; LU; MC; NL; PT;
SE; SK; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GQ; GW;
ML; MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;
UG; ZM; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Language Publication Language: English
Filing Language: English
Fulltext word count: 6393

Dialog eLink: Order File History
3/3/4 (Item 4 from file: 349)
DIALOG(R)File 349: PCT FULLTEXT
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01006367

ENHANCED VENDOR MANAGED INVENTORY SYSTEM AND PROCESS
SYSTEME ET PROCEDE DE GESTION AMELIOREE DE STOCK PAR LE VENDEUR

Patent Applicant/Patent Assignee:

- **ISUPPLI INC**
  1700 East Walnut Avenue, El Segundo, CA 90245; US; US(Residence); US(Nationality)

Inventor(s):

- **KING Steven**
  5301 Carmelynn Street, Torrence, CA 90503; US
- **COLLINS Ed**
  320 The Village Drive # 216, Redondo Beach, CA 90277; US
- **KAPLAN Lloyd**
  1409 Manzanita Lane, Manhattan Beach, CA 90266; US
- **MANKINEN Brian**
  1424 Manhattan Avenue #4, Hermosa Beach, CA 90254; US
- **HERRING Rod**
  138 35th Street, Hermosa Beach, CA 90245; US

Legal Representative:

- **FINDER James A(et al)(agent)**
  Ostrolenk, Faber, Gerb & Soffen, LLP, 1180 Avenue of the Americas, New York, NY 10036; US;

	Country	Number	Kind	Date
Patent	WO	200336423	A2-A3	**20030501**
Application	WO	2002US33827		20021022
Priorities	US	2001330499		20011023
	US	2001333483		20011128
	US	2002354813		20020206
	US	2002384173		20020529
	US	2002277490		20021021

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)
AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG,
BR, BY, BZ, CA, CH, CN, CO, CR, CU, CZ,
DE, DK, DM, DZ, EC, EE, ES, FI, GB, GD,
GE, GH, GM, HR, HU, ID, IL, IN, IS, JP,
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LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ,
NO, NZ, PH, PL, PT, RO, RU, SD, SE, SG,
SI, SK, SL, TJ, TM, TR, TT, TZ, UA, UG,
UZ, VN, YU, ZA, ZW

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GQ; GW;
ML; MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

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Fulltext word count:	14563

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00920259

METHOD AND SYSTEM FOR E-COMMERCE FREIGHT MANAGEMENT
PROCEDE ET SYSTEME DE GESTION DE MARCHANDISES DANS UN COMMERCE ELECTRONIQUE

Patent Applicant/Inventor:

- **ABENDROTH John C**
  6501 N. Crestwood Drive, Glendale, WI 53209; US; US(Residence); US(Nationality)

Legal Representative:

- **PIENKOS John T(et al)(agent)**
  Quarles & Brady LLP, 411 E. Wisconsin Avenue, Milwaukee, WI 53202-4497; US;

	Country	Number	Kind	Date
Patent	WO	200254316	A2-A3	**20020711**
Application	WO	2001US49626		20011227
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AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG,
BR, BY, BZ, CA, CH, CN, CO, CR, CU, CZ,
DE, DK, DM, DZ, EC, EE, ES, FI, GB, GD,
GE, GH, GM, HR, HU, ID, IL, IN, IS, JP,
KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT,
LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ,
NO, NZ, OM, PH, PL, PT, RO, RU, SD, SE,
SG, SI, SK, SL, TJ, TM, TN, TR, TT, TZ,
UA, UG, UZ, VN, YU, ZA, ZM, ZW

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GQ; GW;
ML; MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;
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00880985

METHOD AND SYSTEM FOR CREATING MARKETPLACE VISIBILITY AND ADMINISTERING FREIGHT SHIPMENTS USING FUZZY COMMODITY TRANSPORTATION INSTRUMENTS
PROCEDE ET SYSTEME D'INSTAURANT UNE VISIBILITE DU MARCHE ET ADMINISTRANT LES EXPEDITIONS DE MARCHANDISES PAR L'UTILISATION D'INSTRUMENTS CONCERNANT LE TRANSPORT DES BIENS ET DES SERVICES FLOUS

Patent Applicant/Patent Assignee:

- **TRANTIS LLC**
  6 Internstonal Drive, Rye Brook, NY 10573; US; US(Residence); --(Nationality); (For all designated states except: US)

Patent Applicant/Inventor:

- **NADAN Joseph Stanley**
  710 Flintlock, Southport, CT 06490; US; US(Residence); US(Nationality); (Designated only for: US)
- **WATSON Robert Charles**
  14 Beacon Drive, Port Washington, NY 11050; US; US(Residence); US(Nationality); (Designated only for: US)

Legal Representative:

- **GROSSMAN Jon D(et al)(agent)**
  Dickstein Shapiro Morin & Oshinsky LLP, 2101 L Street N.W., Washington, DC 20037-1526; US;

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Patent	WO	200215083	A1	**20020221**
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BR, BY, BZ, CA, CH, CN, CO, CR, CU, CZ,
DE, DK, DM, DZ, EC, EE, ES, FI, GB, GD,
GE, GH, GM, HR, HU, ID, IL, IN, IS, JP,
KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT,
LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ,

NO, NZ, PL, PT, RO, RU, SD, SE, SG, SI,
SK, SL, TJ, TM, TR, TT, TZ, UA, UG, US,
UZ, VN, YU, ZA, ZW

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GQ; GW;
ML; MR; NE; SN; TD; TG;

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Language Publication Language: English

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00870070

SYSTEMS AND METHODS FOR END-TO-END FULFILLMENT AND SUPPLY CHAIN MANAGEMENT

SYSTEMES ET PROCEDES DE GESTION INTEGREE PRODUCTION-DISTRIBUTION AXEE SUR LA DEMANDE CLIENT ET D'EXECUTION DE BOUT EN BOUT

Patent Applicant/Patent Assignee:

- **UNITED PARCEL SERVICE OF AMERICA INC**
  55 Glenlake Parkway, Atlanta, GA 30328; US; US(Residence); US(Nationality)

Inventor(s):

- **JOHNSON Cindy**
  7350 Devonhall Way, Duluth, GA 30097; US
- **FASTIE Will**
  7110 Sheffield Road, Baltimore, MD 21212-1629; US
- **WILSON A J**
  930 Ramsden Run, Alpharetta, GA 30022; US

- **ZACK Tim**
  1355 Martina Drive, Dunwoody, GA 30338; US
- **RICKLES Harvey**
  5061 Shadow Glen Court, Dunwoody, GA 30338; US
- **GIORDANO Ken**
  3955 Mantle Ridge Drive, Cumming GA 30041; US
- **MCPHERSON Kevin**
  4535 Beckwith Place, Cumming, GA 30041; US
- **BOWERS Jay**
  284 South Hampton Club Way, Saint Augustine, FL 32092; US

Legal Representative:

- **SILVERIO William R(et al)(agent)**
  Alston & Bird LLP, Bank of America Plaza, Suite 4000, 101 South Tryon Street, Charlotte, NC 28280-4000; US;

	Country	Number	Kind	Date
Patent	WO	200203294	A2	**20020110**
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BR, BY, BZ, CA, CH, CN, CO, CR, CU, CZ,
DE, DK, DM, DZ, EC, EE, ES, FI, GB, GD,
GE, GH, GM, HR, HU, ID, IL, IN, IS, JP,
KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT,
LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ,
NO, NZ, PL, PT, RO, RU, SD, SE, SG, SI,
SK, SL, TJ, TM, TR, TT, TZ, UA, UG, UZ,
VN, YU, ZA, ZW

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;
MR; NE; SN; TD; TG;

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00849473

VERTICAL SYSTEMS AND METHODS FOR PROVIDING SHIPPING AND LOGISTICS SERVICES, OPERATIONS AND PRODUCTS TO AN INDUSTRY

SYSTEME VERTICAL ET PROCEDE PERMETTANT DE FOURNIR DES SERVICES D'EXPEDITION ET DE LOGISTIQUE AINSI QUE DES OPERATIONS ET DES PRODUITS A UNE INDUSTRIE

Patent Applicant/Patent Assignee:

- **EASTMAN CHEMICAL COMPANY**
  100 N. Eastman Road, Post Office Box 511, Kingsport, TN 37662; US; US(Residence); US(Nationality); (For all designated states except: US)

Patent Applicant/Inventor:

- **DALE Barry**
  216 Rosehaven Ct., Kingsport, TN 37663; US; US(Residence); US(Nationality); (Designated only for: US)
- **LETTICH Anthony**
  111 Keeland Drive, Johnson City, TN 37615; US; US(Residence); US(Nationality); (Designated only for: US)
- **BLEDSOE Mark**
  141A Blanton Drive, Weber City, VA 24290; US; US(Residence); US(Nationality); (Designated only for: US)
- **SCHWEIZER Beat**
  105 Pheasant Court, Kingsport, TN 37663; US; US(Residence); CH(Nationality); (Designated only for: US)
- **BUEHLER Fred**
  1805 Hunting Woods Circle, Kingsport, TN 37660; US; US(Residence); US(Nationality); (Designated only for: US)
- **MEHTA Rajesh**
  1008 Sheringham Court, Kingsport, TN 37660; US; US(Residence); US(Nationality); (Designated only for: US)

Legal Representative:

- **CALKINS Charles(agent)**
  Kilpatrick Stockton LLP, 1001 West Fourth Street, Winston-Salem, NC 27101(et al); US;

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Patent	WO	200182200	A2	**20011101**
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BR, BY, BZ, CA, CH, CN, CR, CU, CZ, DE,
DK, DM, DZ, EE, ES, FI, GB, GD, GE, GH,
GM, HR, HU, ID, IL, IN, IS, JP, KE, KG,
KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV,
MA, MD, MG, MK, MN, MW, MX, MZ, NO, NZ,
PL, PT, RO, RU, SD, SE, SG, SI, SK, SL,
TJ, TM, TR, TT, TZ, UA, UG, US, UZ, VN,
YU, ZA, ZW

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;
UG; ZW;

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	Country	Number	Kind	Date
Patent				19

Detailed Description:

...by the supply chain server in execution of the planning functions includes allocation, performing "what-if 'scenarios, and shortage chasing.

Logistics
[0024] Logistics involves the **fulfillment** of orders, including picking up consolidated supplier purchase orders, and breaking bulk shipments by way of cross-dock operations. The smaller shipments then are delivered...In one embodiment, orders are falfilled by having the products picked up by a freight company as designated by a logistics provider 78 (herein "3PL" **third party logistics** provider) and taken to a location, which can be the same location as where the shipment was picked up. At this stage, instructions are provided...capacity availability to support the new demand is investigated by Planners. The Planner identifies, when possible, source(s) for the new request and initiates the **fulfillment** process in the Logistics Module.

[0113] If a supplier 76 is unable to meet its commitment (short shipment), the Planner may act as an intermediary...forecast accuracy, and supplier performance. This data and information constitutes the basis for many of the daily management reports and additional expert Network
Logistics and **Fulfillment**
Logistics
[01741 The Logistics Module executes the purchasing process. The focus of this function is on the purchase-to-pay cycle, including validation of the accuracy and timeliness of the order **fulfillment** process.

[...suppliers and customers more efficiently than prior art supply chains. Moreover, problems in shipment and returns by customers are also handled more expediently and efficiently.

Fulfillment
[0194] The **Fulfillment** portion of the Logistics Module is involved in ensuring the transportation of p@roducts from suppliers 76 to customers 72.

Referring to Fig. 16, there is shown a time-phased **Fulfillment** process flow ...the Planning, Order
Management, and Logistics modules and so a detailed discussion of such information is omitted for the sake of brevity.

[01951 In the **Fulfillment** process, supply chain server 74 sends customer

forecasts 200 and week 0 call-outs 202 (Fig. 4) to suppliers 76. Suppliers 76 send pick-up...

Claims:

...sales order from said advanced shipping notice.
108. The system of claim 107, wherein said advance shipping noticeincludes cross-dock instructions transmitted to a **third-party logistics** provider. 109. The system of claim 107, wherein said advance shipping notice is used to generate at least one of a purchase order and a...sales order from said advanced shipping notice.227. The method of claim 226, wherein said advance shipping noticeincludes cross-dock instructions transmitted to a **third-party logistics** provider.

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3/K/4 (Item 4 from file: 349)
DIALOG(R)File 349: PCT FULLTEXT
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	Country	Number	Kind	Date
Patent				19

Detailed Description:

...for suppliers. Third party providers merely execute instructions from suppliers without any additional forecast analysis or inventory data analysis being performed. Inventory is stored in **third-party logistics** providers' warehouses, frequently resulting ...operations associated with supplying components to customers in a supply chain.

[0141 The processes associated with the present invention are directed to inventory planning, order **fulfillment** and inventory replenishment. During the planning process, customer forecasts are ...thereafter, performed by the demand
and order management provider, and a supply plan is generated and
transmitted to the customer.

[0151 During the order and **fulfillment** process, demand pulls are received
and validated by the demand and order management provider. The demand
and order management provider confirms the presence of available...interaction between a demand and order management
provider, supply chain server, global logistics provider and value added
service provider during an order and planning process, **fulfillment** process and replenishment process in accordance with the present invention;

[0251 Fig. 7 is a flowchart illustrating the steps associated with planning according to a first preferred embodiment of the present invention;
[0261 Fig. 8 depicts a flowchart illustrating the steps associated with ordering and **fulfillment** in accordance with a first preferred embodiment of the present invention;
[0271 Fig. 9 shows a flowchart defining the steps associated with processes for replenishing...accordance with a second preferred embodiment of the present invention;
[0291 Fig. 1 1 illustrates a flowchart showing the steps associated with order management and **fulfillment** processes in accordance with a second preferred -8 embodiment of the present invention; and
10301 Fig. 12 depicts a flowchart illustrating the steps associated with...s internal computer systems, or by transmitting via e-mail, facsimile or telephone. Activities performed by -14 the value-added service provider 6 , as with **third-party logistics** provider 6 are preferably directed by the supply chain server 20 and/or the demand and order management provider 16.

[048] Additionally, a value-added...Thus, the vendor managed inventory processes, as described herein, provide extensive improvements over the prior art. More particularly, transaction costs are lowered, inventory levels and **fulfillment** cycles times are reduced, customer service is improved, risk is mitigated for buyers and sellers, and realization of revenue occurs earlier than the prior art suppliers 4, customers 2 and the supply chain server 20 utilize market intelligence and contribute to effective order and planning processes 54, **fulfillment** processes 56 and replenishment processes 58 for VMI inventory 12. The supply chain server 20, supplier 4 and customer 2 employ integrated systems, including a... ...management system to implement the processes and methods described herein.

[052] Further, as shown in Fig. 6, three processes (i.e., planning, customer order and **fulfillment**, and replenishment) can occur both sequentially and simultaneously in accordance with the present invention. For example, a planning process occurs when demand forecasts 24 (Fig. 4) are received.

Simultaneously, a replenishment process occurs that is directed to both prior customer **fulfillment** as well as maintenance of safety stock levels. The planning process comprises receiving forecasted demands 24 from customers 2 and commitments 36 (Fig. 4) from... ...service providers. The demands 24 and commitments 36 eventually evolve into pull orders 60 from VMI hubs I I associated with the customer order and **fulfillment** processes 56 associated with the present invention.

[...of the present invention, the planning process 54 is implemented.

[060] Referring now to the flowchart depicted in Fig. 8, processes associated with ordering and **fulfillment** 56 are discussed below with regard to a first preferred embodiment of the present invention.

[061] At the beginning of the order and **fulfillment** process 56, a customer 2 sends a demand pull 60 (Fig. ...18 receives the components into the VMI hub 1 1 and the components become part of the available VM1 inventory 12 for planning 54 and **fulfillment** 56 (step S318). The demand and order management provider 16 further receives an inventory update that is generated by the global logistics provider 18 in...for example, electronic data exchange/flat file preferred, by e-mail, fax or telephone calls.

-26
1086] The processes associated with the order management and **fulfillment** process 56 are discussed below with reference to the flow chart in Fig. 1 1.

[087] After customers 2 prepare and transmit forecast demand pulls...managing and fulfilling orders are complete.

1092] Additional details directed to the processes and corresponding steps described above, with respect to the order management and **fulfillment** processes 56, are described below in greater detail.

[0931 A customer demand pull 60 is treated by the supply chain server 20 as a discrete...shared and global solutions that directly result in significant benefits. Profitability increases as a direct result of lowering transaction costs and reducing inventory levels and **fulfillment** cycle time.

Additionally, risk is mitigated for both buyers and sellers, and customer service improves. Moreover, suppliers enjoy earlier recognition of revenue.

[0126] Industry expertise... ...optimization and inventory planning, Benefits that are realized by effective demand planning and order management include lower transactional costs, reductions in inventory levels and reduced **fulfillment** cycle times. Value-added ...services, part marking, tape and reel processes, on-line first article processing, testing and reel labeling result in lowering overhead, lowering transactional costs, and reducing **fulfillment** cycle times.

[01271 Moreover, utilization of physical warehouse assets, including, for example, high-velocity logistics, VMI hubs I 1, cross-docks 14, inventory aggregation, inventory...present invention manages a plurality of services preferred during the operations management of the processes described above, i.e., the -40 planning, the order and **fulfillment** and replenishment processes associated with vendor managed inventory.

[01311 Processes associated with operations management include maintaining product data and related information, providing customer data maintenance...

Claims:

...at least one of a demand plan, value-added demand plan, and a replenishment demand plan;an order and falfillment process module, said order and **fulfillment**process module being adapted to receive a demand pull, retrieve a component from an inventory storage location, perform a value-added service on saidcomponent...at least one of available inventory, intransit inventory, work in process inventory and quarantined inventory.
18 The system of claim 12, wherein said order and **fulfillment** process
module is farther adapted to perfonn. at least one ofreceive and validate a pull for at least one component;verify available inventory in...at least one of shipping and receiving dates, carrier information, component quantities and component characteristics.
20 The system of claim 19, wherein said order and **fulfillment** process
module is further adapted to provide information directed to said advance shipping information to said at customer and said supplier.
21 The system of...least one forecasted demand for at least one component from at least one
customer;-46 a customer order and falfillment module, said customer order and **fulfillment** module generates a demand plan for fulfilling said forecasted demands; andan inventory replenishment module, said inventory replenishment moduleevaluating at least quantity of at...one customer with a history of orders placed by said at least one customer.
26 The system of claim 24, wherein said customer order and
fulfillment module farther transmits said demand plan to a supplier of said at least one component.
27 The system of claim 24, wherein said supplier transmits a
commitment to said customer order and fulfillment module, said commitment representing said supplier's intention to supply said at least one component to said customer.
28 The system of claim 27, wherein said customer order and
fulfillment module further performs a comparison of said at least oneforecasted demand with said commitment received from said supplier todetermine whether said supplier can supply said at least one component to said customer.
29 The system of claim 28, wherein said customer order and
fulfillment module further provides shortage containment when saidcomparison reveals said supplier cannot provide said at least one component -47 to said customer.
30 The system...

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	Country	Number	Kind	Date
Patent				19

Detailed Description:

...rate / bid, equipment availability engine for shippers and carriers in the freight transportation industry. It provides a business to business (M) internet environment serving shippers, **third party logistics** companies (3PL), brokers, broker carriers, carriers, freight forwarders, warehousers and other related industry parties in which qualified carriers indicate the extremely important equipment availability and...tool to address the entire fractionalized / assorted individual freight transportation industry offerings / products including order entry, procurement, tracking, tracing, proof of delivery, order visibility, warehouse **fulfillment**, insurance, accounting, billing, finance, and other industry services by providing such access through one proprietary industry portal or grand master bulletin board system.

The aforementioned...to other
shippers or carriers)
Shipper (Corporation offering product(s) for purchase by others)
Shipper (Corporation offering service(s) for purchase or utilization by
others)
Third Party Logistics Company (3PL) with shipper agency singularly
or in a group
3PL offering/requesting one or more legs of a tour to another 3PL
Broker/Broker... ...or less-than-container
load (LCL) moves)
Carrier (Corporation moving empty containers for container company)
Carrier (Corporation address one or more legs of a tour)
Third Party Logistics Company (3PL) with carrier agency singularly
13
or in a group
Third Party Logistics Company (3PL) addressing one or more legs of a
tour
Broker/Broker Carrier/Freight Forwarder with shipper and/or carrier
agency
Shipper (Corporation as a... ...Strategic alliances/partnerships/joint ventures with other companies offering industry intemet'services will address areas such as tracking, tracing, proof of delivery, order visibility, warehouse **fulfillment**, accounting and procurement functions will all be integrated into the system through the master bulletin board approach. Complete process integration will address and document inter...users that can be integrated into the system include but are not limited to procurement, order entry,, tracking, tracing, proof of delivery, order visibility, warehousing **fulfillment**, accounting, billing, finance, etc. 8.

All files/information can be saved, archived, or deleted as well as utilized to generate

reports. 9. Multiple screens can...

Claims:

...mining and scalability. The areas to link to include but are not limited to order entry, procurement, tracking, tracing proof of delivery, order visibility, warehouse **fulfillment**, insurance, billing and financial. Providing a full service freight management approach through one amalgamation of companies and services finally address the needs of the freight...the shipper data includes shipper identification data, shipper contact data, shipper annual revenue, shipper employee size, shipper financial data, shipper freight department data (in-house, **third party logistics** company (3PL), broker), shipper list of corporations or individuals for which they will not offer requests for carriage data, etc.

23 The freight management method...

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SYSTEMS AND METHODS FOR END-TO-END FULFILLMENT AND SUPPLY CHAIN MANAGEMENT

	Country	Number	Kind	Date
Patent				19

Detailed Description:

SYSTEMS AND METHODS FOR END-TO-END **FULFILLMENT** AND
SUPPLY CHAIN MANAGEMENT
RELATED APPLICATION DATA
The present application claims priority from U. S. Provisional Patent ApplicationNo,60/214,910,titled"METHODS,SYSTEMSANDCOMPUTER PROGRAM... ...2 outsourcing distribution, companies are relieved of overhead costs associated with inhouse distribution, such as staffing, warehouse facility maintenance, and distribution costs.

There are many **third-party logistics** providers that provide retailers with third.

party distribution solutions. The majority of these provide shipping from one warehouse

that the **third-party logistics** provider has established for such purpose.

The third-party logisties provider then ships the e-retailers' products to consumers from this warehouse via a carrier...GATP inventory from one or more databases 180 located at the warehouse level. Each warehouse includes a warehouse management system 190 that enables the reception, **fulfillment** and acknowledgement of orders, and the update of one or more databases 190 associated with the warehouse. Using the capabilities of the database application 170...so by a communication. to the customer and/or client (block 540). However, the promising engine 130 may first - 17 attempt to split the order **fulfillment** between 2 or more warehouses, if necessary, to fulfill a request that cannot be met by any warehouse. This is described in further detail below...have been promised are later destroyed or are missing) result in repromising of the requests.

The promising engine 130 does not prioritize or optimize the **fulfillment** of orders, with the exception of rush ...passes them to Order Management System (OMS) for further processing, and. the OMS, in turn, sends the orders to the warehouse management system 190 for **fulfillment**. The OMS may be an off-theshelf conventional component not illustrated in the system 100 of FIG. 1, or included - 28 in the system 1...

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	Country	Number	Kind	Date
Patent				19

Detailed Description:

...a new extemal solution (out-sourcing) model for the focal industries. The methods and systems of the present invention provide a viable altemative to traditional **third-party-logistics** provider (3PL) outsourcing scenarios by providing a community having industry specific domain expertise able to provide new and novel shipping and logistics systems and methods...industry.

The embodiment presented may be implernented through a web site, such as, 'ShipChem.com." The ShipChem.com embodiment provides next generation internet-powered logistics/**fulfillment** solutions enabling global transportation management over the internet, and the management of dornestic and intemational orders and shipments as an integrated global logistics business process...

?